

# Job Description

**Department:** Children's Services

**Division/Section:** Inclusion Services  
Statutory Assessment and Monitoring Service

**Job Title:** Assistant Complex Case & Resolution Coordinator Full Time

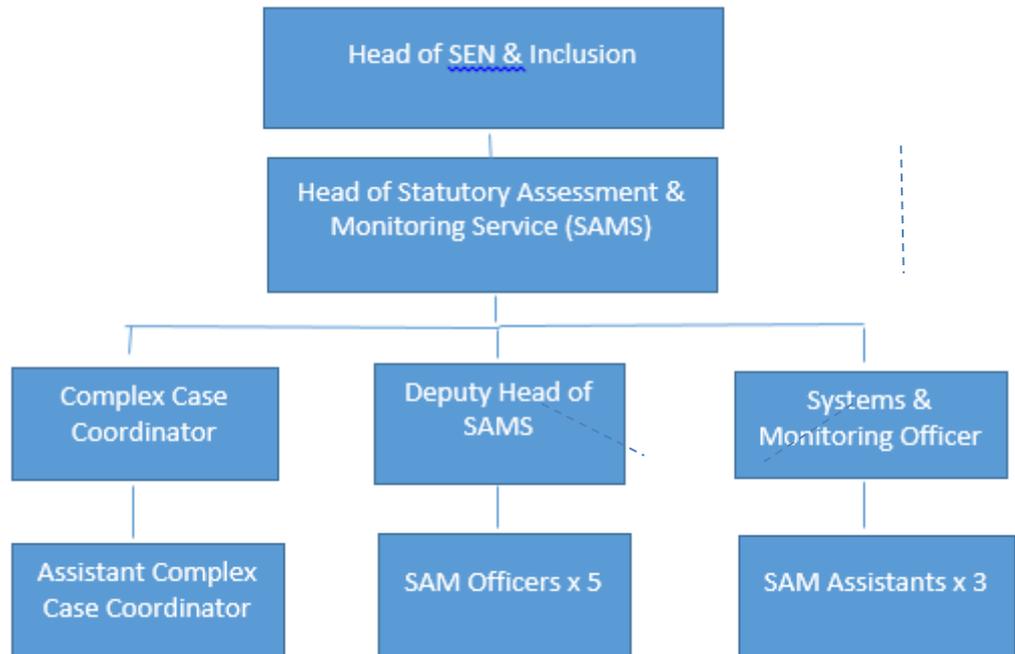
**Post No:**

**Grade:** 10

**Reports to:** Complex Case & Resolution Manager

## Organisation Chart:

Show immediate manager and any jobs reporting to this post.



**DBS Check applicable?**

Enhanced

**Is post exempt under the Rehabilitation of Offenders Act 1974 in respect of declaration of spent convictions?**

No

**Line Management responsibility for:**

**No. of direct reports:** 0 **No. of indirect reports:** 0

**Size of budget:** 0

## **Job Purpose:**

- To support the complex case manager in contributing to SENI services planning, delivery and training activity.
- To hold a caseload of complex SEN cases as identified by the Complex Case manager.
- To represent the local authority at mediations
- To attend/represent the local authority at tribunals where required
- To support the Complex Case Manager in the development of robust SAM data to inform policy and performance particularly in relation to complex cases and tribunals
- To ensure consistency and a person centred approach.
- To contribute to robust and transparent decision making for complex children and young people in line with Peterborough policy and practice
- To support understanding of national and local SEND policy and practice in Peterborough schools and settings and amongst wider services and providers.
- To support the development of cohesive ways of working with regard to children and young people with complex SEN needs across all providers and agencies.
- To be responsible for ensuring the completion of all administrative duties (e.g. bundling) linked to appeals to SENDIST on behalf of SENI services.
- To support processes related to mediation.

## **Main Duties and Responsibilities:**

- To represent the Authority at SEND tribunals, where required, supporting the Complex Case Manager with the presentation of robust cases and preparation of witnesses.
- To support with the preparation of LA cases to SENDIST, including case management, chairing of multi-agency professionals meetings (in the absence of the Manager).
- To support with training across agencies regarding the single route of redress and SENDIST appeals.
- To guide and mentor all SENI staff in relation to complex cases, including mediation and tribunals.
- To support with communications with SENDIST
- To support the Coordinator in monitoring the provision received by children and young people with complex needs in out of city placements, including attendance at EHCP reviews or co-ordination of new EHCPs and curriculum management.
- To support the manager in the monitoring of children with complex mental health needs (including tier 4 admissions) on behalf of SENI services.
- To support the manager with out of city quality assurance visits.
- To support in the monitoring of CLA CYP with EHCPs and complex needs.
- To attend CYPQE panel and other panels where required, in the absence of the manager.
- To represent the Authority at SEND Inclusion mediation meetings
- To contribute to the development and review of SENI service staff induction and training
- To support SAM officers, as required in leading or attending EHC assessment/EHCP review and other meetings in identified complex cases and/or to model good practice.
- To assist and deliver training as required, with particular responsibility for training in preparation for tribunals
- To assist in the management of the 'gatekeeping' process in specialist independent/out of city provisions.

- To take responsibility for an identified area of work as specified by the Head of the Statutory Assessment and Monitoring Service

### **Generic**

#### **Responsibilities:**

To carry out all responsibilities with regard to the Council's Equalities Policy and Procedures and Customer Care Policy.

To comply with all Health & Safety at work requirements as laid down by the employer.

The council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.

#### **Flexibility Clause:**

Other duties and responsibilities express and implied which arise from the nature and character of the post within the department (or section) mentioned above or in a comparable post in any of the Organisation's other sections or departments.

#### **Variation Clause:**

This is a description of the job as it is constituted at the date shown. It is the practice of this Authority to periodically examine job descriptions, update them and ensure that they relate to the job performed, or to incorporate any proposed changes. This procedure will be conducted by the appropriate manager in consultation with the post holder.

In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible the Head of Service reserves the right to make changes to your job description following consultation.

**DATE:** 17/06/2019

**COMPLETED BY:** Katy Blessett

## Person Specification

<b>JOB TITLE:</b>	Asst. Complex Case Coordinator	<b>POST NO:</b>	
<b>GRADE:</b>	10	<b>DEPARTMENT:</b>	Children's Services
<b>HOURS</b>	37	<b>DIRECTOR:</b>	Wendi Ogle-Welbourne
<b>DIVISION:</b>	Inclusion services Statutory Assessment and Monitoring Service	<b>COMPLETED BY:</b>	Katy Blessett
<b>DATE:</b>	May 2019		

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>A sound working knowledge of the SEN code of Practice and other relevant legislation.</li> <li>Good knowledge of special educational needs, including the associated frameworks.</li> </ul>	Preparing & presenting cases at SENDIST Tribunal
<b>LEADERSHIP AND MANAGEMENT FRAMEWORK</b>	<p><b>Engaging with others</b></p> <ul style="list-style-type: none"> <li>Commitment, sensitivity and overall competence in working as member of the SEN &amp; Inclusion Services team with children, parents and institutions.</li> <li>Evidence of the interpersonal skills and commitment required for effective participation in teamwork</li> <li>The ability to work with others in an empathic and supportive way, even in situations involving stress, conflict and anxiety.</li> <li>The ability to communicate well, both orally and in writing, to a variety of audiences, using IT where appropriate.</li> </ul> <p><b>Achieving Results</b></p> <ul style="list-style-type: none"> <li>Evidence of flexibility and openness in developing methods of practice.</li> <li>The ability to apply problem solving skills and contribute to generating solutions in a range of settings.</li> <li>The ability to work under pressure, prioritise and meet deadlines.</li> </ul> <p><b>Valuing Diversity</b></p> <ul style="list-style-type: none"> <li>Proven and demonstrable commitment to the principles and practice of equal opportunities in employment and service delivery.</li> <li>Demonstrate commitment to inclusive education.</li> </ul>	

	<p><b>Learning Effectively</b></p> <ul style="list-style-type: none"> <li>• ICT literate and having the ability to undertake further training in ICT systems as required.</li> </ul>	
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Experience of attending multi-agency meetings</li> <li>• Commitment, sensitivity and overall competence in working as a member of a team.</li> <li>• Evidence of the interpersonal skills and commitment required for effective participation in teamwork (A/I)</li> <li>• The ability to work with others in an empathic and supportive way, even in situations involving stress, conflict and anxiety. (A/I)</li> <li>• The ability to communicate well, both orally and in writing, to a variety of audiences, using IT where appropriate. (A)</li> <li>• Evidence of the ability to support others in complex situations (A/I)</li> </ul>	Experience of the preparation and presentation of cases for tribunal.
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• Degree or equivalent</li> </ul>	
<b>PERSONAL CIRCUMSTANCES</b>	Current driving licence and ability to provide a suitably insured vehicle for use in connection with duties – reasonable adjustments will be considered upon request	Confident to undertake distance driving when required
<b>EQUALITY</b>	Candidates must demonstrate understanding of, acceptance and commitment to the principals underlying equal opportunities. (A & I)	
<b>CUSTOMER CARE</b>	Knowledge and understanding of effective customer care (A & I)	

*[At the end of each criteria the following codes are used to indicate how the criteria will be assessed: (A) /Application / Interview, (P) Presentation, (W) Written Test.]*