

## Job Description

**Department:** Children's Services

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

**Job Title:** Complex Case and Resolution Manager

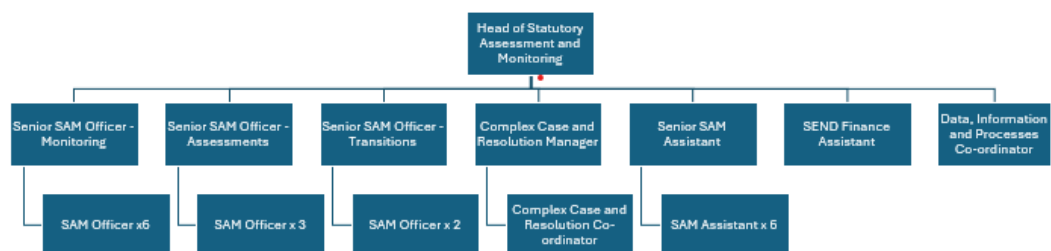
**Post No:** 012942

**Grade:** 11

**Reports to:** Head of Statutory Assessment and Monitoring Service

**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:** up to 6 depending on service need  
**No. of indirect reports:** 0

**Size of budget:** This post will support the Head of Service in ensuring efficient use of the resources within, and allocated by, the service and responsible for oversight of the spend on Education only Out of City provision (£2.7m)

**Job Purpose:**

- To be a part of the SENI services management team
- To assist, as required, the Head of SAMS in ensuring the efficient delivery of statutory responsibilities
- To contribute to SENI services planning, delivery and training activity
- To manage and oversee complex SEN cases as referred by SENI services
- To be responsible for the coordination of all mediations and tribunals
- To develop the scope and role of the SENI service response to complex cases in the wider context of children and adult services
- To contribute to the development of robust SENI data to inform policy and performance particularly in relation to complex cases and tribunals
- To promote a consistent and person centred approach across all SENI services

- 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 manage and oversee appeals to SENDIST on behalf of SENI services.
- To manage and oversee processes related to mediation.

### **Main Duties and Responsibilities:**

- To coordinate and attend/represent the Authority at SEND tribunals ensuring the presentation of robust cases and preparation of witnesses.
- To be responsible for the preparation of LA cases to SENDIST, including responsibility for case management, chairing of multi-agency professionals meetings and developing a 'Peterborough' approach to preparing appeals.
- To be responsible for 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 be responsible for all communications with SENDIST
- To provide a regular analysis of data and trends with regard to tribunals and mediations to support monthly highlight reports and annual SENI service reports and commissioning requirements.
- To be responsible for SENI service links with commissioning.
- To be responsible for 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 be responsible for monitoring of children with complex mental health needs (including tier 4 admissions) on behalf of SENI services.
- To be the responsible officer for SENI services in identifying suitable out of city placements when required and acting as the coordinating officer with commissioning services for all quality assurance visits
- To be the designated coordinating officer for links with the virtual school so that the service is robust in tracking and ensuring monitoring of CLA CYP with EHCPs and complex needs.
- To attend CYPQE panel and other panels as required.
- To represent the Authority at SEND Inclusion mediation meetings
- To contribute to the development and review of SENI service staff induction and training
- To line manage staff as required by service needs.
- To provide support to all SENI service staff on behalf of the Head of SAMS in matters relating to individual casework management and decisions regarding complex cases.
- 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 monitor the spend of the Education Only Out of City budget.
- 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: 12.08.24**

**COMPLETED BY: Katie Barnett**



**Person Specification**

**JOB TITLE:** Complex Case and Resolution Manager

**POST NO:** 012942

**GRADE:** **DEPARTMENT:** Children's Services

**HOURS:** 37

**DIVISION:** Inclusion services **DIRECTOR:** John Gregg  
 Statutory Assessment and  
 Monitoring Service

**DATE:** August 2024 **COMPLETED BY:** Katie Barnett

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>● A sound knowledge of the SEN code of Practice and other relevant legislation. (A/I)</li> <li>● Working knowledge and experience of preparing and presenting cases for SENDIST tribunal, including sound knowledge of the legal frameworks (A/I)</li> <li>● Excellent knowledge of Special Educational Needs, including the statutory frameworks.</li> <li>● Sound knowledge of person centred approaches and a track record of leading and managing practice in this area (A)</li> </ul>	<ul style="list-style-type: none"> <li>● Knowledge of curriculum and school organisation</li> <li>● Experience and knowledge of legislation and frameworks associated with partner services, specifically Health &amp; Social Care. (A/I)</li> </ul>
<b>LEADERSHIP AND MANAGEMENT FRAMEWORK</b>	<p><b>Engaging with others</b></p> <ul style="list-style-type: none"> <li>● Experience of working in an SEN environment as part of a senior management team.</li> <li>● Evidence of the interpersonal skills and commitment required to inspire and give confidence to others.</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>● Excellent communication skills, both orally and in writing, to a variety of audiences, using IT where appropriate. (A)</li> <li>● Excellent organisational skills (A)</li> <li>● Evidence of the ability to lead and support others in complex situations (A/I)</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. (A/I)</li> <li>● The ability to apply problem solving skills and contribute to generating solutions in a range of settings. (A/I)</li> <li>● The ability to work under</li> </ul>	<ul style="list-style-type: none"> <li>● Experience of line management/significant responsibilities in a local authority, or equivalent environment.</li> </ul>

	<p>pressure, prioritise and meet deadlines. (A/I)</p> <ul style="list-style-type: none"> <li>• Evidence of effective practice in terms of dispute resolution (A/I)</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. (A)</li> <li>• Demonstrate commitment to inclusive education. (A)</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. (A)</li> </ul>	
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Experience of providing leadership and management in areas of responsibility or assigned activities. (A)</li> <li>• Experience of successful development and evaluation of initiatives within a school or LA to effect change. (A)</li> <li>• Experience of chairing multi-agency meetings (A)</li> <li>• Evidence of working with key stakeholders and children/young people and their families to develop innovative solutions to complex situations.</li> <li>• Significant and successful experience of working with families, parents and young people, including representative groups such as Parent/Carer forums.</li> <li>• Experience of working with and/or engaging legal counsel, including contract arrangements for direct access agreements with external legal firms (A)</li> <li>• Evidence of experience in presenting local authority cases at SENDIST hearings (A)</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of significant experience of working in an environment with children, young people and a range of agencies, including those with special educational needs.</li> </ul>
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• Degree or equivalent (A)</li> <li>• GCSE (or equivalent) in maths and English at grade 5-9.</li> </ul>	<ul style="list-style-type: none"> <li>• Mediation qualification</li> </ul>
<b>PERSONAL CIRCUMSTANCES</b>	<ul style="list-style-type: none"> <li>• Current driving licence and ability to provide a suitably insured vehicle for use in connection with duties – reasonable adjustments will be considered upon request</li> </ul>	<p>Confident to undertake distance driving when required</p>

<b>EQUALITY</b>	Candidates must demonstrate understanding of, acceptance and commitment to the principles 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: (AI) /Application / Interview, (P) Presentation, (W) Written Test.]*