

Role Title	SEND Team Manager
Job Family	Families
Location	SEND service
Pay Range / Scale	PO6
Purpose	
<p>To oversee and manage the delivery of services including the management of teams of staff that enable stakeholder, service users and families/carers to engage with and make informed use of the service(s). To manage the delivery and progress of complex caseloads.</p> <p>To enable the provision of specialist support for a complex work area.</p> <p>To lead, develop, organise and control a professional service area ensuring the delivery of the service meets all Council, professional and legislative requirements.</p>	
Generic Accountabilities	End Results/ Outcomes
Plan and ensure service delivery within a complex / diverse service area. Control operational activities within the service area and ensure professional standards are delivered.	The service is delivered to the quality, Council, professional and legislative standards required.
	Integrated service development and delivery is informed by client, partner and stakeholder views, latest thinking, good practice and legislative requirements.
	Corporate strategies are effectively implemented within area of responsibility.
	External inspections are managed effectively.
	All relevant legislation, policies and procedures are implemented and complied with
	Service delivers excellent customer service
Develop team plans in line with service plan to meet strategic business goals. Ensure compliance with all internal and external standards	Team plan and targets for area of responsibility are developed from Council's overall strategic directives and agreed and communicated within required timeframe
	Strategic and operational input is provided to wider business planning and development, including liaison/links with health services
	Progress against objectives is effectively monitored and delivered through appraisal process.
	Provision of agreed intervention is effectively delivered / co-ordinated to support children and young adults to the required standards
	Service is delivered to organisational requirements and reflects the needs of children, young adults and their carers and service objectives
Lead the development and oversee the implementation of policy, systems, contracts, processes, performance criteria, standards, governance frameworks, and procedures within area of responsibility.	Policies, procedures and controls ensure that the area of responsibility is compliant with all relevant legislation, codes, regulations, guidelines, standards and best practice.
	Ensure integrated working with multi-disciplinary teams and partnership (including Health)
Manage responses to complex professional or politically sensitive	All issues are managed through to a satisfactory conclusion and overseen by Assistant Director in line with Local Authority complaint

issues within the area of responsibility.	procedures.
Advise Directors, Members and others on issues relevant to the service area. Provide professional challenge and advice to colleagues, managers and partner organisations	Expert professional advice, interpretation, information, support and challenge are provided to Waltham Forest and external parties on the full range of operational, legislative and strategic issues within the field of expertise.
	Keeps service up to date of relevant information new developments, practices, research findings and trends
Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained	Work complies with all safeguarding policies and procedures that apply to the role. Safeguarding standards are monitored and maintained in compliance with organisational policy. Appropriate safeguarding training is provided.
	Behaviours and actions support the safeguarding of children and young people. Business threatening / potential risk situations are recognised, assessed, and managed or escalated as appropriate.
	Statutory and procedural compliance is ensured, and safeguarding standards are monitored and maintained in compliance with Council policy.
	Risk to the Council, stakeholders and service users is minimised
Lead, motivate and develop staff to create and maintain a highly competent and participative workforce.	Instrumental in ensuring a workforce development strategy is designed and delivered, including induction of new staff
	The team is highly competent, effective, motivated and outcomes focussed
	Recruitment, induction, development, performance reviews, employee relations and all HR processes and planning is completed to the required standards and timescales
	Effective team meetings take place to required timescales
	Action is taken to address performance issues
Manage, control, review and develop the delivery of service within area of responsibility. Ensure the integration and co-ordination of operational activities to support the delivery of service in partnership.	<p>The service is delivered to the quality, organisational and professional standards required.</p> <p>Integrated service development and delivery is informed by client, partner and stakeholder views, latest thinking, good practice and legislative requirements.</p> <p>Programmes of work take account of all internal and external pressures and influences.</p> <p>Conclusions and recommendations support strategic decision making.</p> <p>Service delivers excellent customer service.</p>
Identify, secure, deploy and manage the resources necessary for the professional service area to meet/exceed its objectives.	<p>Resources including, equipment, people, and systems are utilised optimally and efficiently.</p> <p>Annual budget is planned developed and delivered with senior managers. Value for money is maximised.</p> <p>Financial expenditure and financial integrity within area of responsibility are controlled to assure regulatory and Council policy compliance.</p>

	<p>Opportunities to improve delivery / capacity of provision are identified and actioned.</p> <p>Service users' outcomes are clearly understood and specified.</p>
Assure professional standard of case management and the effective management of risk within the service area.	<p>Provision of agreed intervention is effectively delivered / co-ordinated / monitored to support, safeguard and develop children and young adults (as appropriate).</p> <p>Complex and high-risk cases are managed in line with quality, national and legislative standards.</p> <p>Implementation of statutory duties where required.</p> <p>Risk to the health, safety and wellbeing of children and young adults and the public is effectively reduced. Vulnerable individuals are protected</p>
Assure professional standard of assessments and the effective record management and service delivery	<p>All assessments (including specific risk assessments)/ reviews / conferences are undertaken by the team correctly and have been approved.</p> <p>Ensure the accurate identification of children and young adult's eligible needs and continue to monitor/ evaluate this.</p> <p>Provision of agreed intervention is effectively delivered / co-ordinated to support children and young adults to achieve their identified outcomes.</p> <p>Health and third sector organisations are utilised where appropriate.</p> <p>Cases are managed in line with quality, national and legislative standards. Action is taken on any deficiencies / risks identified.</p> <p>All required records and documentation are properly managed and maintained. Information is managed in compliance with legislation and best practice.</p>

Job Specific Accountabilities	
Ensure operational delivery of the SEND service.	<p>The service is delivered to the quality, Council, professional and legislative standards required.</p> <p>Integrated service development and delivery is informed by children and young adults, partner and stakeholder views, latest thinking, good practice and legislative requirements.</p> <p>Service delivers excellent customer service.</p> <p>Positive outcomes are achieved for children and young adults.</p> <p>Proactively manage the production, delivery and review of EHC plan caseloads for staff that are responsible for complex needs service users that meet the threshold for SEND Services.</p> <p>Support and manage the SEND officers including Tribunal Officer, to make operational decisions relating to the entitlement and delivery of services for their caseload and within the EHCP framework</p>

	Secure the Council's compliance with key legislation and delivery of statutory functions to secure a new 0-25 age person centred pathway process to support children and young people/young adults with special educational needs and disabilities
	An Education Health and Care Plan is in place for all children and young people reaching the IDS threshold for complex needs securing positive outcomes
	Decisions are monitored, external agencies informed/and or timely action taken
Monitor team Performance and recommend improvements/ Undertake quality control, service and case auditing systems in relation to the services for which the post is responsible	Ensure EHCP framework is implemented in line with legislation and guidelines. Analyses and identifies performance trends and utilise framework for managing people effectively.
Leading and managing change within area of responsibility	Work with Stakeholders across the Families Directorate to effectively embed the work of the SEND service
	Take responsibility for the on-going Service improvement delivering against high standards of professional practice.
	Staff behaviours are in line with corporate competency framework
	Hold partner organisations (e.g. Schools and Health Service) to account when outcomes for children, young people, young adults and their families are not being met
Develop and implement integrated systems, policies, procedures and associated governance frameworks within area of specialisation. Contribute to developing Council strategy for service area.	Systems, policies, procedures, etc. meet all identified requirements. Standards are effectively developed / updated in line with best practice, organisational and legislative requirements. Government agenda requirements are met.
Prepare and present a full range of reports (both standard and non-standard) covering area of responsibility.	Reports are prepared, distributed / presented to the required standards and timescales. Evidence based recommendations are made.
Support strategic leadership for the SEND Service	Enable and ensure key targets on the EHC Plans are met Lead necessary strategic change in a timely manner through strong consultation and delivery processes which engages and listens to the views of all including parents, children and young people
Manage effective partnership working within area of responsibility in a multi-disciplinary, generic team	Ensure SEND Service delivers the most effective outcomes for children and young adults by managing the staff, quality and quantity of operational activities and resources within area of responsibility.
	Effective relationships are developed and maintained with partners and other stakeholders.
	Multi-disciplinary and partnership working meets service delivery requirements and provides a co-ordinated approach to the assessment, planning and review functions for the production, implementation and review of Education Health Care plans; early intervention, advice and support to Private Voluntary and Independent (PVI) Early Years Providers.
	The multi-disciplinary generic team produce valid and timely outputs.

Nature of Contacts

Work directly with Children and young people; the work has significant implications for the wellbeing of individuals. Professional colleagues, other providers and external agencies to gather and exchange information and co-ordinate actions.

Develop sensitivity, persuasiveness, and negotiation and assertiveness skills to communicate with diverse audiences in emotive circumstances. Ability to build trust and confidence with children and young people and professionals. Deal with people at all levels confidently, sensitively and diplomatically.

Diverse internal and external contacts, to provide specialist advice, guidance and support on complex issues within area of responsibility; develop and maintain joint working and promote the Council position.

Consult with stakeholders to identify requirements. Communicate changes in policy and working practice to contacts.

Handle challenging service user / stakeholder feedback, or complaints which involve significant persuasion and influencing skills.

This post will build relationships with a diverse range of internal and external contacts. It will be expected to interpret policy and legislation and provide expert advice, guidance and support on complex issues within the SEND Service). It will respond to escalated and complex queries. It has coaching responsibility for colleagues and others. It may have to attend court or tribunals as an expert witness

Procedural Context

Work within a policy framework and regulatory guidelines, applying knowledge of systems, procedures and best practice. Work to broad managerial direction, within a policy framework and regulatory guidelines, to ensure performance standards are met within a framework of policy and legislation.

Plans own time and co-ordinates the work of others. Plan, organise and deliver interventions and actions. Responsible for professional advice, assessments or referrals.

Exercise professional judgement in assessing stakeholder requirements, potential risk and quality assurance of service. Monitor and evaluate performance / service delivery, ensuring all parties are informed of progress / issues as required.

Provide support to customers, colleagues and other stakeholders through applying knowledge of systems, procedures and best practice.

Responsible for meeting performance standards within a policy framework and regulatory guidelines. Accountable for proper use and security of information, resources, equipment and/or facilities within area of responsibility.

Use initiative to deal with complex issues and respond appropriately in an unpredictable work environment. May involve isolated working outside core hours.

Controls the deployment and allocation of service resources within overall corporate and legislative framework. Accountable for the performance of the service area against agreed objectives. Develops team plan for area of responsibility and contribute to long term wider team and service planning. Professionally accountable for interventions within area of responsibility.

Exercises professional judgement in assessing risk to service users or others and quality assurance of service. Manage complex / high risk issues within a framework of policy and procedures. Creative and innovative problem solving of complex issues, often in situations where there is ambiguity and a significant degree of judgement is required in relation to risks outside the remit of existing policy. Think and act strategically in decision making in a complex professional and political environment

Development of policies and procedures and strategy for own area. Lead in partnership development, working with a range of agencies and extended services to meet strategic, legislative and Government policy requirements

Key Facts and Figures

Enhanced DBS disclosure will be required.

Resourcing

Budget Responsibilities: tbc

Supervisory Responsibilities: Senior SEND Case Officers, SEND Case officers and Tribunal Officer

Budget Responsibilities: Responsibility to allocate funding on EHCPs, which have a significant bearing on the wider High Needs Budget

Competency Level: Principle Officer

Knowledge, Skills and Experience

- Substantial relevant experience of working in the service area / related profession field, with evidence of work responsibilities appropriate to the role and evidence of appropriate professional expertise.
- Knowledge of the SEND Code of Practice 2014, Children and Families Act 2014, Early Years Foundation Stages specialist work practices / professional guidelines / legislation and emerging developments within the service area.
- Knowledge and understanding of promoting independence, resilience and wellbeing for children, young adults and families.
- Experience and competency in co-ordinating caseload management of assessments of children and young adults resulting in the planning, delivery and management of focussed interventions and plans.
- Proven ability to lead a specialist team.
- Proven ability to lead change within complex areas of work.
- Knowledge and experience of developing services, policies procedures and practices.
- Excellent interpersonal skills. Proven ability to negotiate and persuade and build and maintain effective working relationships at all levels. Proven ability to communicate with, engage and influence children, young adults, carers, partners and stakeholders, in complex situations.
- Experience of co-ordinating/managing partnership working to deliver service provision to children and families.

- Good planning and organisational skills, with experience of working within general professional guidelines or organisational policy, to achieve service requirements.
- Proven initiative and judgement to identify and resolve problems
- Good ICT skills - both standard Microsoft applications and social care record and data systems.
- Good reporting and recording skills in accordance with expected statutory and internal processes and having a managerial oversight of staff carrying out these responsibilities.
- Proven ability to cope with conflicting and changing demands through good time management and the ability to work under pressure.

Indicative Qualifications

Educated to degree standard or equivalent.

Relevant professional qualification (i.e. Dip SW etc.).

Substantial Continuing Professional Development.

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.