

Job Description

Job Title	SEND Casework Officer
Directorate	Children and Young Peoples Services
Service Area	Early Help
Grade	7
Competency Level	1
Salary	£42,123 - £ 47,665
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Enhanced DBS (Child Barred List and Child Workforce)
Job Evaluation Ref No	A7194

Job Purpose

- Manage a defined caseload of children and young people aged 0–25, coordinating Education, Health and Care (EHC) needs assessments, plans, placements, annual reviews and phase transfers within statutory timescales
- Work in partnership with children, young people, families, education settings and partner agencies to develop high-quality, person-centred EHC plans that secure appropriate provision and improve outcomes
- Manage mediation, disagreement resolution and SEND Tribunal activity for allocated cases, seeking early resolution wherever possible and completing all required actions within legal deadlines

Directly Responsible For:

Not applicable

Directly Responsible To:

Senior Casework Officer, SEND

Main Areas of Responsibility:

- Take ownership of a defined caseload, maintaining accurate records, clear case plans and regular communication with children, young people, families, settings and professionals
- Coordinate EHC needs assessments and draft, amend, maintain or cease high-quality EHC plans in line with the Children and Families Act 2014, the SEND Code of Practice and associated regulations
- Analyse and synthesise advice from education, health and social care, ensuring needs, outcomes and provision are clear, specific, evidence-based and legally compliant
- Coordinate annual reviews, phase transfers and transitions into adulthood, progressing decisions and amendments within statutory timescales
- Ensure children, young people and their parents or carers are meaningfully involved in assessment, planning, review and decision-making, with accessible information about their rights, personal budgets, mediation and appeal routes
- Identify and secure suitable education placements and provision, consulting settings and partner agencies, applying the Council's decision-making processes and considering effective use of public resources
- Monitor whether provision specified in EHC plans is being delivered. Escalate concerns promptly where provision, attendance, inclusion, safeguarding or educational progress is at risk

- Lead or contribute to multi-agency meetings, annual reviews, panels and professional discussions, presenting accurate analysis and clear recommendations
- Manage mediation and disagreement resolution for allocated cases, working constructively with families, settings, advocates and professionals to resolve disputes at the earliest opportunity
- Undertake SEND Tribunal casework for allocated appeals, including reviewing the issues under appeal, gathering evidence, contributing to the local authority response and working document, complying with directions and deadlines, liaising with Legal Services and implementing agreed or ordered actions
- Attend mediation meetings, resolution discussions, case management hearings and SEND Tribunal hearings where required, representing the Council's position professionally and keeping the child or young person's needs central to the process
- Respond to enquiries, concerns and complaints relating to allocated cases, providing clear, timely information and identifying learning that may improve practice
- Maintain accurate and current case management, placement, funding and performance information, working closely with Business Support, Finance and Transport colleagues
- Build effective working relationships with schools, colleges, early years settings, health, social care, commissioned providers, other local authorities and voluntary sector partners
- Keep knowledge of SEND legislation, statutory guidance, case law, local policy and practice up to date, applying changes consistently to casework
- Contribute to service improvement, quality assurance, policy development and projects, sharing learning from casework, mediation, appeals and complaints
- Deputise for the Senior Casework Officer when required and support the induction or development of colleagues within the scope of the role

- Maintain confidentiality, comply with information governance requirements and promote equality, inclusion and non-discriminatory practice in all aspects of the role

Supervision and Management Responsibility:

- This post has no supervisory or line manager responsibility

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- The post requires normal office-based physical demands such as sitting for extended periods and using ICT equipment

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement

- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency: level **1**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Evidence of continuing professional development in a Children's Services Related Area (A/I)
- Completion of further qualification(s) and training as required by the service (A/I)

Desirable

- A degree or equivalent in a related subject matter

Experience

Essential

- Recent experience of SEND, education or children's services casework involving children, young people and families (A/I)
- Experience of managing a varied caseload, prioritising competing demands and meeting statutory or legal deadlines (A/I)
- Applied knowledge of the Children and Families Act 2014, the SEND Code of Practice, the Equality Act 2010 and relevant SEND regulations (A/I)
- Experience of coordinating EHC needs assessments, EHC plans, annual reviews, phase transfers or comparable statutory processes (A/I)
- Experience of analysing complex professional advice and producing accurate, clear and evidence-based written work (A/I)

- Experience of working directly with parents, carers, children and young people, including where circumstances are sensitive, complex or disputed (A/I)
- Experience of effective multi-agency working across education, health, social care or other relevant services (A/I)
- Experience of contributing to mediation, disagreement resolution, complaints or SEND Tribunal casework (A/I)

Desirable

- Experience of drafting or quality assuring EHC plans and managing complex placement or provision issues
- Experience of preparing evidence, responses or working documents for SEND Tribunal proceedings

Skills/Abilities

Essential

- Excellent written and verbal communication skills, with the ability to explain complex statutory information clearly and adapt communication to the audience (A/I)
- Strong case management, organisation and prioritisation skills, with the ability to maintain oversight of actions, risks and deadlines across a demanding caseload (A/I)
- Ability to analyse evidence, exercise sound professional judgement and make clear, defensible recommendations (A/I)
- Effective mediation, negotiation and conflict resolution skills, including the ability to manage challenge and seek proportionate solutions (A/I)
- Ability to build constructive relationships with children, young people, families, education settings, professionals, advocates and legal representatives (A/I)
- Ability to chair or contribute confidently to meetings, panels, mediations and legal proceedings (A/I)

- High level of digital competence, including accurate use of case management systems, Microsoft 365 and data for monitoring performance and case progression (A/I)
- Ability to work independently, use initiative, recognise risk and seek management or legal advice appropriately (A/I)

Commitment

Essential

- A commitment to the City Council's Equal Opportunities Policy (I)
- A personal commitment to customer service, adopting a flexible approach to meet the needs of service users/partners (I)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

Other

Essential

- This post is subject to a Disclosure and Barring Service (DBS) check at the appropriate level
- A positive attitude towards personal training and development (I)