

Job Description

Job Title	Senior Casework Officer, SEND
Directorate	Children and Young People's Services
Service Area	SEND
Grade	Grade 9
Competency Level	Level 2
Salary	£51,356 - £ 56,673
Job Type	Hybrid
Location	Cunard
Disclosure and barring service (DBS)	Enhanced DBS (Child Barred List and Child Workforce)
Job Evaluation Ref No	A7193



Job Purpose

To act as a Senior Caseworker within the SEND Team, providing leadership and supervision to a team of SEND Casework Officers. This role involves working closely with children, young people, parents and carers to deliver high-quality, professional advice and support, coordinating multi-agency processes for children and young people with identified Special Educational Needs and/or Disabilities (SEND).

Directly Responsible For:

A group of SEND Casework Officers

Directly Responsible To:

SEND Team Manager

Main Areas of Responsibility:

- Lead and supervise a team of SEND Casework Officers, providing professional guidance, support, performance management and ensuring high-quality casework practice.
- Ensure statutory compliance across SEND processes, including EHC needs assessments, annual reviews and Education, Health and Care Plan (EHCP) production, ensuring all legal timescales are met.
- Quality assure EHCPs and casework activity, maintaining high standards of service delivery and ensuring person-centred planning is embedded throughout all SEND processes.
- Provide specialist oversight and support for complex cases, including complaints, mediation, dispute resolution and SEND Tribunal appeals, seeking legal advice where required.

- Work collaboratively with schools, families, partner agencies and council services to identify, assess and support children and young people with SEND in line with legislation and the Local Authority's SEND Strategy.
- Monitor and track vulnerable children and young people with SEND, ensuring effective systems are in place to support positive educational outcomes and appropriate placements and work closely with the SEND Team Manager, in the planning and allocation of school places for children and young people with an EHCP.
- Support service development and continuous improvement, leading on agreed projects, policy development, SEND reforms and the implementation of consistent practice across the service.
- Deputise for the SEND Team Manager when required, representing the service at meetings, panels and strategic forums, and contributing to planning and resource allocation decisions.

Supervision and Management Responsibility:

- Undertake performance management of a group of SEND Casework Officers, ensuring that regular Let's Talk, Performance Appraisal meetings and team meetings are undertaken and all relevant HR procedures including the management of sickness and other absence reporting, annual and flexi leave, grievance and disciplinary procedures are implemented
- Ensuring activities are planned to include meaningful one to one conversations, quality annual appraisals and regular workforce planning and development
- Manages performance and behavioural issues effectively

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:

- There are no physical demands of this job role

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 2.

[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

- Educated to degree level or equivalent (A/I)
- Evidence of continuing professional development in a Children's Services related area (A/I)
- Completion of or commitment to undertaking SEN Casework Officer qualification (A/I)

Desirable

- Experience of multi-agency working (A/I)

Experience

Essential

- Recent experience (within the last two years) of working within an educational/ health/social care environment (A/I)
- Extensive experience of casework, including supporting families and legal challenge (A/I)
- Working experience and in-depth knowledge of all aspects of the Children and Families Act 2014 and all associated legislation including SENDIST regulations (A/I)
- Experience of mentoring and supporting staff (A/I)
- Extensive experience in the use of all aspects of IT including Microsoft Office Suite, including the ability to create complex spreadsheets and presentations using power point (A/I)

Desirable

- Experience of working with multi-agency partners (A/I)

Skills/Abilities

Essential

- High level of communication skills, both verbal and written (A/I)
- Sophisticated IT skills in order to manage data, analyse and present information (A/I)
- Ability to work using own initiative (A/I)
- Ability to work to tight timescales and deadlines (A/I)
- Ability to develop a team and provide advice and support to colleagues (A/I)
- Mediation and negotiation skills (A/I)
- An ability to work under pressure and deliver agreed priorities (A/I)
- High level presentation and interpersonal skills (A/I)

Desirable

- Experience delivering presentations or training (A/I)

Commitment

Essential

- Commitment to equality, diversity and inclusion (A/I)
- Customer-focused approach with flexibility to meet service needs (A/I)
- Demonstrates integrity, honesty and respect for others (A/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 (Delete if not applicable)