



Job Description

This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list, and the line manager may vary duties from time to time which do not change the general character of the job, or the level of responsibility entailed.

Post Details	
Job Title	SEND Casework Practitioner
Service	Children's Services: Education & SEND
Team	Special Educational Needs and Disabilities Service
Location	Shute End / Hybrid Working
Reports to	SEND Senior Case Manager
Worker Style	Hybrid - Remote working with attendance at Council offices as and when required
Responsible for	N/A
Grade	8
Contract Type	Full Time. Permanent
Post number (if known)	711271

Main Accountabilities	
1.	The SEND Casework Practitioner is responsible for managing a case load of children and young people with SEND acting as a key point of contact. This includes engagement with families, children, young people, schools, colleges and other partners where a statutory assessment request has been made. Or responding to change in circumstances. The role holder should undertake their work with due regard to the equitable use of resources and to drive the sustainability of services financially, underpinning the improvement of the SEND Service through their individual practice and supporting the development of others.
2.	The role holder will prioritise the statutory processes for vulnerable children and young people with Education, Health and Care Plans, ensuring appropriate provision is identified without delays. They will contribute to the continuing improvement of the SEND Service for pupils and their families, promoting the Local Authority's values and working in collaboration with the rest of the SEND Service.
3.	Statutory processes: • Collating information, advice/ reports from families, settings and professionals about children and young people going through an Education, Health, and Care (EHC) needs assessment or where there is a request for a change in provision. • Submitting information, advice/reports to multi-professional SEND Decision Making panels or other relevant panels to enable decision making. • Combining the advice, reports and information gathered through assessment to create the initial EHC plan, where this is agreed, in collaboration with the family, child/ young person and professionals.





	- Communicating the decisions made at panels to families and professionals involved with the child/ young person. This includes supporting the young person and/or their family to understand the rationale for the decision and what happens next. - Attending Annual reviews and processing the documents in line with guidance local policy. - Providing information and guidance on the law, the process, and roles of individuals to ensure everyone knows what their responsibilities are.
4.	Working with stakeholders: - Liaising with the Commissioning and finance teams to secure placements for children/young people where a change of placement is needed, including for Phase Transfer. - Liaising with families, professionals, and education/training providers about all aspects of the EHC needs assessment and EHC plan if agreed. - Dealing with any work that arises throughout the statutory processes and the life of the EHC plan, for example requesting updated advice from professionals. - Provide information and sign posting to further support where needed.
5.	Risk Management: - Identify opportunities and risks associated with the service and escalate / report to management. - Assess and manage risk associated with assigned cases/service delivery. - Contribute to the regular monitoring and review of services established to facilitate service improvement - Provide specialist/professional advice and recommendations within defined policy and procedures to support informed decision making.
6.	Case Management: - Ensure individual care plans are implemented and the personal and health care needs of service users are met, working within guidelines and procedures, and record service user progress. - Support service users to access community opportunities and work directly with users, providing advice and support to facilitate independence.
7.	Planning & Organising - Plan, organise and supervise allocated activities within procedural and regulatory framework. - Undertake care planning and manage complex cases and / or take a lead on development and project work, assisting in development and improvement of services and practice in own area.
8.	Finance/Resource Management - Make effective use of resources and provide feedback on improvements to contribute to cost effectiveness - Make recommendations for the provision of services in line with the budget determined according to assessment of needs and advises less experienced staff on budget and costs of services.
9.	Work with others: - Support other team members and demonstrate and views. - Liaise with carers, relatives, colleagues and other agencies to ensure good communication and service to users - Liaise, communicate and build relationships with other internal departments, partner organisations, agencies and/or contractors on operational issues to share knowledge or best practice and deliver service in partnership with service users and their families.
10.	People Management - Assist in the induction of new staff and by sharing expertise and knowledge within the team. May oversee and guide more junior staff. - Provide guidance and delegation of tasks to junior members of the team
11.	High Support, High Challenge: To ensure that you bring forward your good ideas, to challenge areas where ongoing success
12.	Health and Safety: Take reasonable care for the health and safety of yourself and of other persons who may be affected by your acts or omissions at work; and co-operate with the Council to enable the Council to perform or comply with its duties under statutory health and safety provisions.





13.	Equal Opportunities: To take positive action to ensure a thorough understanding of and positive commitment to equality in both service delivery and employment practices.
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Person Specification	Essential	Desirable
Qualifications		
Knowledge of legislation in relation to SEN i.e. Children's Act, Code of Practice, DDA, etc.	Y	
Understanding of SEN legislation and procedures	Y	
Educated to A level, HNC or equivalent, or able to evidence ability at an equivalent level.	Y	
Experience		
Experience of IT software and pupil data tracking systems	Y	
Experience of working with children and/or families with SEN. Experience of managing complex casework which includes a need for mediation or conflict resolution in an educational environment.	Y	
Skills/Knowledge		
The ability to write detailed and complex reports independently utilising information provided by both internal and external colleagues	Y	
The ability to manage and deal with casework of a complex nature managing multiple cases	Y	
The ability to marshal detail and complex information and to present it clearly and succinctly	Y	
Good IT skills, including word processing skills in Microsoft Office, and in database systems	Y	
Understanding of schools as learning environments and roles and responsibilities of a LA	Y	





Thorough knowledge of SEN(D) Code of Practice and Children and Families Act - implementing SEND Reforms and good practice on inclusive education	Y	
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Purpose Details

Service Purpose	The SEND Team ensures that Wokingham Borough Council fulfils its statutory duties in relation to legislation around the assessment of children and young people's Special Educational Needs and Disabilities (SEND). The SEND team delivers new statutory assessments within the 20-week timeframe. It manages the annual review process and updates Education Health and Care Plans as required. The team monitors outcomes for children and young people with SEND who are in receipt of an Education, Health and Care Plan and support commissioned by WBC. They collect data related to the number and type of requests for Education Health and Care needs assessments and the type of provision required to meet the needs of children and young people with SEND to support WBC in their SEND sufficiency duties.
Role Purpose	The role holder is responsible for development and maintenance of Education Health and Care Plans from initial application and assessment to the annual review process. The SEND Casework Practitioner will work with families of children with Special Educational Needs and Disabilities in a highly person-centred relational approach, and coordinate service provision across education, health and care to ensure holistic delivery of plans for individual child and family. To work collaboratively with families, schools and other key partners agencies for individual children and young people with SEND to ensure children and young people are educated and are in receipt of appropriate provision that is in line with their holistic needs. The role holder will work closely with and facilitate engagement with educational settings and relevant practitioners to support, advise and monitor the local offer and to work with schools on individual cases as needed. Plan production and the experience of families, carers, children and young people should be high quality. SEND Case Officers should take a reflective approach to their practice in order to drive improvement. The use of data and feedback by the role holder should also drive quality improvements. Role holders are part of a graduated response and continuum of need and should work with a team around the child approach. Timeliness of planning, quality of assessments and plans and impact of annual reviews will be important measures of success.
Corporate Parenting	You will champion the principles of corporate parenting by embedding its ethos in all aspects of service delivery, ensuring decisions and actions consistently reflect the responsibility to act as a corporate parent to children in care and care leavers, and actively contribute to shaping and implementing the wider corporate parenting strategy.

Supervision and Relationships

Supervision Received	SEND Senior Case Manager
Supervision Given	N/A





Contacts	SEND Team, Professional Services (such as educational psychologists), health and social care colleagues, educational settings, legal counsel, parents/carers, children and young people, elected members, DfE advisors, Ofsted.
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Resources/Budget Management
The post holder must be familiar with the use of public funds and the high needs block. Following processes and procedures as set out to request and or allocate funding such as personal education budgets and funding for school based SEN provision.

Special Requirements
Enhanced DBS required. Ability to travel to a variety of locations in borough to develop relations with educational settings and attend/deliver training to key stakeholders.

Occupational Health Risk Assessment	Details
Skin/Respiratory Sensitisers	N
Working at Height	N
Exposure to Noise (>80-85dB)	N
Confined Spaces	N
Frequent Display Screen Equipment Use	Y
Driving for Work	Y
Hand Arm Vibration	N
Lone Working	N
Healthcare/Social Contact with Patients	N
Blood Borne Viruses Exposure	N
Food Handling	N
Working with Animals	N
Specialised Medical Screening	N
Night Working	N
Safety Critical Work	N

Nature of the Role	Details
Healthcare or Hospital Work	N
Working with Children (under 18)	Y





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Working with Elderly/Vulnerable Adults	Y
Work Environment Details	Hybrid: Shute End & Home Working

Role Involvement	Details
Working with Children	Y
Working with Vulnerable Adults	Y
Both of the Above	Y
Providing Care/Supervision for Children	N
Providing Care/Supervision for Vulnerable Adults	N
Both of the Above	N
None of the Above	N

Disclosure and Barring Service (DBS)	Details
DBS Requirement	Enhanced
Eligibility Tool	Find out which DBS check is right for your employee - GOV.UK (Find out which DBS check is right for your employee - GOV.UK)

Re-checks
DBS re-check every 3 years

Evaluation Declaration	
Date of Evaluation:	September 2024
Evaluated by:	Jamie Conran, Head of SEND

