

Role profile

Job Title:	SEND and AP Service Team Managers
Department:	SEND and Inclusion
Directorate:	Children's Services

Grade:	15
Post no.:	63440 & 63439
Location:	Perceval House

Role reports to:	Head of SEND and AP Service
Direct reports:	SEND and AP Service Team Managers Placement Commissioning and Resources Manager SEND Emp. Pathway Advisor Senior EHCP Coordinators EHCP Coordinators Travel Assessors
Indirect reports:	(Health) ESCAN External consultants, interim/temporary staff, Social Care and SEND Training Consultants

Job description

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Purpose of role

- To lead and manage the SEND and AP Service Team providing comprehensive, multi-disciplinary, consistent, timely, quality and cost-effective SEND assessment service and decisions to children and young people and their families, in accordance with the legislative and regulatory framework and SEND Code of Practice.
- To support the direct delivery of the Local Area's SEND Strategy.
- To champion the development of a customer centred culture and service improvement to deliver maximum value for money.
- To lead the SEND and AP Service Team to deliver a supportive wrap around service to ensure children, young people and their families are supported to engage effectively in education.
- To ensure the delivery of high-quality analysis, evaluation and use of data, information and intelligence, and to support the Head of Inclusion to compile key statutory documents and report (e.g., DFE returns, monthly analysis, Area SEND Inspection).
- To ensure processes are efficient and implemented to a high standard of compliance (e.g., in relation to statutory timeframes, facilitating SEND panels, data entry and storage)
- To lead in designated areas of SEND expertise and maintain a rigorous oversight of compliance with process and analysis of trends. Designated areas include Children with a social worker (CWSW); EOTAS provision, Post-16 support, EY and KS2 transitions, Quality Assurance, Travel assistance, Post 16, Statutory Assessment and Data, Transitions, Preparation for Adulthood and Participation.

Key accountabilities

- To lead service performance, including effective co-production, quality of EHC plans and timeliness and to ensure processes are efficient and implemented to a high standard of compliance (e.g. in relation to statutory timeframes)
- To provide a clear direction for the SEND and AP Team to ensure statutory timelines are met, the quality of plans leads to better outcomes which are reviewed annually, and Travel Eligibility processes are efficient.
- To exercise delegated authority for finalising EHCPs and agreeing provision and placements within the scheme of delegation.
- To be responsible for determining priorities, assessing and co-ordinating annual reviews of need and agreeing EHCP packages for children and young people
- To provide guidance on complex casework and to hold a caseload of EHCP cases.
- To ensure that the Children's Division meets its obligations and duties in respect of all issues pertaining to equal opportunities in the employment and deployment of staff and in service assessment and delivery to members of the public across the borough.
- To operate within agreed schemes of delegated powers and authority.
- To assist the Head of SEND and AP to co-ordinate the development of key priorities in the local area's SEND Strategy and local offer to ensure that the needs of children, young people and young adults are met, and they achieve the best possible outcomes.
- To assist the Head of SEND and AP to ensure effective joint working with NHS providers and purchasers, other Council departments and other external bodies to work towards joint strategies and seamless services.
- To maintain oversight of children and young people with EHCPs who require specific support through the Local Authority's statutory functions in relation to SEND, Elective Home Education, Children Missing Education, Children Missing Out on Education, Education Other Than At School, Section 19, Exclusions and Suspensions and Attendance in collaboration with other teams.
- To maintain excellent working relationships with all schools so that early support and advice can be offered when required.
- To lead on and develop further models of multi-disciplinary assessment and engagement with young people, parents, carers and schools and other providers, including making a significant contribution to strategic planning of ESCAN and the pattern of provision for children and young people with SEND including development and implementation of consistent and transparent allocation of resources to EHCPs.
- To support with the projects focusing on the digitalisation of information systems, analysis and reporting processes ensuring area-wide communications and compliance.
- To assist the Head of SEND and AP to identify and report on planning for the provision of specialist places both at a strategic and operational in schools, colleges, and the non-maintained and independent sectors.
- To participate in joint funding and strategic panels with Head of SEND and AP Service, and the Assistant Director for SEND and Inclusion.

- To ensure excellent relationships with parents/ carers and their young people, championing the development of a customer centred culture.
- To ensure the effective management of the SEND databases and filing systems
- To ensure the delivery of high-quality analysis, evaluation and use of data, information and intelligence, in collaboration with the Performance Team.
- To undertake all management responsibilities within the framework of legislation, Department of Health guidance and policy.
- To actively develop and support an equal opportunity strategy, and anti-discriminatory practice, undertaking equality impact assessment to inform practice.
- When directed, to lead on a new project and play a key role in the design and development of new multi-disciplinary teams and the gradual integration of current mainstream practice into new service delivery models. Work across a number of disciplines to design and establish a truly multi agency service, delivering a consistent, relational, evidence based, intensive model of practice to the children, young people and families of the borough.
- To be responsible for ensuring that divisional staff for whom the postholder is responsible are actively engaged with their continuous professional development, receive relevant learning/training through the provision of a staff development programme aligned to business plans, staff appraisal and performance requirements.
- To lead on and to be involved in departmental/divisional employee/industrial relations matters including consultation and negotiation concerning employee service conditions issues and procedures under legislation. In potential redundancy situations, sickness absence, undertaking investigations into, and representing the employer at disciplinary hearings and grievances across line management span of responsibility and to produce reports for the appeal process, e.g. Council appeals and Employment Tribunals, independent investigations, as part of the complaints procedure.
- To participate in the overall management of the SEND services, including ensuring effective business planning within a multi-agency partnership framework in relation to strategic planning and service delivery.

Key performance indicators

- All National Indicators, Performance Indicators and BVPI's relevant to the specific service area.
- Local performance indicators and KPIs linked to the council plan and SEND Strategy
- Evidence of personal development as an innovative, enterprising and engaging leader.
- External and internal quality audit requirements.
- Achievement of annual service-specific recruitment and retention targets.
- Achievement of annual appraisal target - 95%+ of annual appraisals within service to be completed within cycle timescale.
- Budget targets and efficiency savings.

Key relationships (internal and external)

- Staff at all levels within the Council including children's services, performance management, Human Resources and finance.
- Staff in the full range of external agencies with which the service has contact including the ICB, Hospital Trusts, Mental Health services including CAMHS, school, IAG services, DCO and DSCO.
- Project Steering Groups and Programme Boards
- Members
- Partner consultancies such as The Ealing Parent Carer Forum

Authority level

- Responsibility for the management of project funding, as allocated.

Person specification

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Candidates, please address the criteria marked with () only in your application. Please give examples**

Essential knowledge, skills and abilities

1. Extensive successful experience in a SEND environment, with strong understanding of the SEND code of practice and its implementation.
2. ******Proven track record of successful leadership and management of SEND teams within an integrated local authority service
3. ******Proven track record of service/system development and improving service/system delivery and performance including self-evaluation, quality assurance and external validation
4. ******Strong understanding of the expectations of local authorities in preparing young people for adulthood and the ability to lead cross-council teams to improve young people's opportunities
5. Ability to communicate clearly and effectively with a wide range of stakeholders, set high expectations and present challenge when required
6. ******Success in creating, implementing, and developing partnership and participation across different agencies for children and young people with special needs.
7. ******Knowledge of the legislative and regulatory framework for children and young people with SEND; Education Law and other relevant legislation across Education, Health and Care.

8. ****Ability to lead, motivate and manage high performing teams and the ability to model high levels of professionalism, and promote a culture of professional standards and accountability amongst the SEND and Inclusion Service.**
9. ****Ability to source and use appropriate information to evaluate options and devise practical and creative solutions to problems in relation to the role**
10. ****Knowledge of the Equality Act particularly in relation to children and young people with disabilities.**
11. ****Extensive knowledge of other related legislation, including legislation governing Adult Social Care, the Children Act, and safeguarding processes**
12. ****Understanding of principles of excellent data quality, data protection and information sharing, and how to apply them**
13. Statistical analysis skills and experience
14. Ability and willingness to travel in order to meet requirements of the role.
15. ****Experience of supporting pupil place planning, commissioning and de-commissioning of services through accurate use of data and frameworks to drive value for money.**
16. Ability to use the Synergy system

Essential qualification(s) and experience

1. Relevant professional qualification in Education, Health or Social Care.
2. Evidence of continuous professional development.
3. ****Evidence of managing and leading a successful service or department.**
4. Extensive experience of multi-agency working and working alongside a range of stakeholders to drive multi-disciplinary strategic change.
5. Significant experience of successfully managing conflict and disputes in difficult situations.
6. Experience of Appeals and Tribunals processes and guidance.

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> • Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues 	<ul style="list-style-type: none"> • Does what they say they will do on time • Is open and honest • Treats all people fairly 	<ul style="list-style-type: none"> • Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents 	<ul style="list-style-type: none"> • Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures 	<ul style="list-style-type: none"> • Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards

