

## **Job title: SEN CASEWORK ASSISTANT**

**Department: Children and Families**

**Service: Inclusion and Disability**

**Grade: D**

**Post reference number:**

1. Job purpose To provide comprehensive casework management and administrative support to ensure the effectiveness of the Special Educational Needs Service.

### **2. Principal duties and responsibilities**

1. Manage and process, under the direction of the responsible Casework Officer, statutory and non-statutory casework within legal and internal timelines for a defined geographical area, including complex cases and those involving appeal hearings and other legal proceedings.
2. Provide support to the Casework Officer on casework issues involving written and oral communication with parents and a range of professionals, including; school staff, Educational Psychologists, Medical Officers, Social Workers and LA Officers. Arrange, attend and minute meetings as required by the Casework Officer.
3. Arrange the recommended educational placements and transport for children with special educational needs and follow established administrative procedures for regular monitoring and review.
4. Liaise with other authorities on a range of issues including placement of Children in Public Care, applications for places in City Special Schools and the setting up, monitoring and reviewing of arrangements for supporting children in other authorities.
5. Collate information, arrange pre-hearing meetings, prepare and update documents in relation to cases to be heard by the Special Educational Needs and Disability Tribunal.
6. Maintain and update on a regular basis, the information held on the SEN Team files and databases and to retrieve data and produce management information reports as required. Ensure that client confidentiality is maintained in line with City Council Policy.
7. Act as first point of contact for a wide range of written and oral queries from internal and external customers in relation to all SEN matters.
8. Maintain an up to date knowledge relating to SEN casework, including changes to national legislation and departmental policies
9. Support colleagues by contributing to the development of an efficient and effective team, contribute to and implement the SEN Team objectives as laid out in the Service Plan.

**10.** Support the corporate life of the City Council and project a positive image of the organisation. Work collaboratively with colleagues and partners in the Education Service to contribute towards the quality of teaching and learning achievements of pupils.

**11.** Act responsibly in order to build mutual confidence and respect and foster effective relationships with all.

**3. All staff are expected to maintain high standards of customer care in the context of the City council's Core Values, to uphold the Equality and Diversity Policy and health and safety standards and to participate in training activities necessary to their post.**

**4. All staff are expected to abide by the obligations set out in the Information Security Policy , IT Acceptable Use Policy and Code of Conduct in order to uphold Nottingham City Council standards in relation to the creation, management, storage and transmission of information. Information must be treated in confidence and only be used for the purposes for which it has been gathered, and should not be shared except where authorised to do so. It must not be used for personal gain or benefit, nor should it be passed on to third parties who might use it in such a way All staff are expected to uphold the City Council obligations in relation to current legislation including the Data Protection Act and Freedom of Information Act.**

**5. This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by a supervising officer, the responsibility level of any other duties should not exceed those outlined above.**

**6. Numbers and grades of any staff supervised by the post holder:**

None

**7. Post holder's immediate supervisor:** SEN Team Manager/SEN Casework Officer

**Prepared by/author:** Carol Rowan

**Date:** 22.04.14

**Job title:** SEN Team Manager

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**Note:** This section should only be included in job descriptions issued to employees and should not be sent to all job applicants.

I understand and accept the job duties and responsibilities contained in this job description.

**Signature:** .....

**Date:** .....

# Person specification



**Nottingham  
City Council**

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Areas of responsibility	Requirements	Measurement				
		P	A	T	I	D
<b>KNOWLEDGE</b>	Knowledge of the work of the Children and Families Department, including an awareness of SEN policies in Nottingham. A thorough understanding of customer care and equality issues. A good knowledge of administrative practices and procedures. A knowledge of computerised systems including spreadsheets, databases and word processing applications.		✓		✓	
<b>SKILLS / ABILITIES</b> <b>INTERPERSONAL</b>	Ability to communicate effectively, both orally and in writing with a variety of people. Ability to work co-operatively and flexibly as part of a team. Able to work on own initiative, including organising and prioritising own workload. Ability to pay attention to detail and work to deadlines.		✓		✓	
<b>SKILLS / ABILITIES</b> <b>OTHER</b>	Skilled in the use of spreadsheets, database and word processing packages. A minimum of 30 words per minute is desirable. Ability to collate and generate data. Ability to present information clearly and concisely using appropriate formats. Ability to compose letters, memos and minutes of meetings.		✓	✓	✓	
<b>EXPERIENCE</b>	Experience in administrative procedures and practices. Experience of working in a frontline/customer service environment. Experience of liaising with colleagues and professionals across a range of service areas. Experience in the use of database systems and software packages.		✓		✓	
<b>Work to promote mutual respect and good</b>	Awareness, understanding and commitment to the pursuit of equality of opportunities in terms of: 1. Service delivery		✓		✓	

<b>relations</b>	2. Employment practice					
<b>Work Related Circumstances</b>	<p>Be willing to undertake further training and development as necessary, in order to enhance service deliver.</p> <p>Be prepared to partake in office rota to ensure phone coverage during core hours.</p> <p>Willing to follow City Council's no smoking policy.</p>		✓		✓	
			✓		✓	
			✓		✓	

<b>P:</b> Pre-application	<b>A:</b> Application	<b>T:</b> Test	<b>I:</b> Interview	<b>D:</b> Documentary evidence
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