

Job description

Job title: SEND Provision Case Worker

Grade: Dorset Grade 8

Job evaluation reference: ES656

Job family: Education & Youth

Purpose and impact

To undertake a range of duties in line with the statutory requirements of the Children and Families Act 2014 including case work and statistical work around SEN policy in liaison with SEND Provision Leads and SEND Team Managers.

To hold a case load of pupils and students with special educational needs and disabilities (aged 0 – 25) in accordance with relevant legislation, policies and guidance.

Key responsibilities

1. Develop and maintain in-depth knowledge of current legislation and best working practices relating to the Local Authority SEN function.
2. Process EHC needs assessment requests including collating all professional advice and parental information for an allocated case load.
3. Provide, secure and advise on accurate and timely advice and information to parents, professionals and Panels.
4. Co-facilitate meetings with young people, parents, and schools to begin the statutory processes and act as a key worker where appropriate.
5. Co-facilitate multi-agency meetings to produce the Education Health and Care Plans of individual children and young people.
6. Work proactively with parents and carers of children with SEND and liaise with schools, colleges, Early Years settings and other service and agencies as appropriate.
7. Support the management and co-ordination of national contracts for children placed in independent and non-maintained special schools, independent specialist providers and for element three funding at FE colleges.
8. Produce management information through interrogation of manual and computerbased systems.
9. Day to day management of the SEN database.
10. Undertake research, project work, support and provision of work to Business Support colleagues.
11. Prepare correspondence which will routinely include complex letters and in-depth analytical reports relating to contentious and potentially litigious cases.
12. Arrange admissions and transfers of pupils with EHCPs within Dorset in accordance with national and local guidelines.
13. Liaise with schools and settings and coordinate Annual Reviews for specific schools as the link case officer.
14. Attend panels and a variety of meetings, take notes and take relevant actions following the meeting/panel.



15. Represent the Local Authority at a range of meetings in a variety of Children's Services settings to provide advice on SEN practice and individual pupil needs.
16. Check, verify and calculate claims, raise accounts and assist in the implementation of financial monitoring.
17. Contribute to the review and development of the management and administrative systems including ICT.
18. Responsible for ensuring data quality and as such the integrity of management information through the proper use and safekeeping of data and record systems both manual and computerised.
19. Be responsible for promoting and safeguarding the welfare of children and young people.
20. Any other duties at a commensurate level as may be required.
21. Any other lesser or comparable duties as required.

NB: The duties and responsibilities of this post are not restrictive, and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.

Supervision and management

Reporting to: SEND Team Manager

Other factors

22. The nature of the work very often relates to highly sensitive and emotional issues concerning pupils and students. This can result in some very difficult telephone calls and meetings – the post holder is required to communicate effectively and to continue to provide great customer service under what can sometimes be very difficult circumstances. The post holder may also be required to facilitate meetings in people's homes. At times this will be demanding and very challenging for the post holder.
23. The workload of the post will vary and at certain times of the year can be vast, this requires the team to use the flexi-system to work additional hours to enable the post holder to meet agreed deadlines.
24. It is most important to be able to work within tight deadlines and work schedules and with conflicting priorities without compromising accuracy, where the nature of a task may change at short notice.
25. Contacts with a wide range of professionals and Agencies as well as children and young people and their families.
26. This position has a significant travel requirement. This means that there is a requirement for a vehicle (or transport deemed to be suitable by the council) to be available on most working days in order to carry out normal duties. Employees in positions with a significant travel requirement are required to provide a replacement vehicle if their usual vehicle is not available over an extended period.

Our values

Our values act as guiding principles, defining what we believe is important in the ways we work together. Our values are Respect, Together, Accountability, Openness and Curiosity. You will need to be able to demonstrate these values in action through the way you work, regardless of your role within the organisation. Information about our values can be found on our website.



Dorset
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Person specification

Your application will be assessed based on your demonstration of how you fulfil the following criteria; you should include clear examples of how you meet these criteria within your application form and during the assessment process.

Essential

Essential criteria are the minimum requirement for the above post and will be assessed through a combination of your application form, assessment and interview (as specified below). We'll also use references to confirm that you meet the criteria for this role. We will require evidence of the qualifications, training or registrations listed below.

Qualifications, training or registrations	Assessed through:
Required by law or essential to the performance of the role or both	
1. Educated to GCSE standard (or equivalent) with A-C grades (or equivalent) in English and maths.	Application form
2. Good standard of numeracy and written literacy skills.	Application form
Experience	
3. Experience of working in a complex organisation.	Application form
4. Proven background of using word processing and spreadsheet computer packages.	Application form
5. Excellent communication skills for dealing effectively with colleagues, young people, parents, professionals and agencies.	Application form
6. Ability to present timely information in a user-friendly and understandable format to all levels of staff.	Application form
Knowledge, skills and abilities	
7. Considerable experience of working within an area of statutory regulations and applying local policy, preferably in an SEN related area, or demonstrate the ability to learn to do this.	Interview Assessment
8. Postholder must have (or have the ability to develop) the necessary in-depth knowledge and understanding of SEN legislation in order to undertake the role effectively.	Interview Assessment
9. Good working knowledge of ICT systems, including the use of word processing and spreadsheets.	Interview Assessment
10. Case work is a major element of the post and the postholder must have excellent communications and interpersonal skills, with a knowledge of (or ability to develop the knowledge of) the legislative framework and procedures for the assessment of children and young people with special educational needs.	Interview Assessment
11. Ability to work closely with others to ensure consistency in evaluation, support and advice.	Interview Assessment
12. Ability to organise work appropriately and prioritise a large workload.	Interview Assessment
13. Resilience, and the ability to work under pressure.	Interview Assessment
Our values	
14. Respect	Interview Assessment
15. Together	Interview Assessment
16. Accountability	Interview Assessment



17. Openness	Interview Assessment
18. Curiosity	Interview Assessment
Other	
19. Post holder must engage in continuous developmental activities, thus responding to changes in legislation, DfE guidance and case law.	Application form
20. Able to fulfil the travel requirements of the post.	Application form
21. An enhanced Children's DBS check will be required.	Application form

Desirable

Desirable criteria will be used in the event of multiple applicants meeting the minimum essential requirements and if applicable, will be assessed through a combination of your application form, assessment and interview (as specified below). We'll also use references to confirm that you meet the criteria for this role. We will require evidence of the qualifications, training or registrations listed below.

Qualifications, training or registrations	Assessed through:
22. ICT qualification e.g. ECDL.	Application form
Experience	
23. Considerable experience of working in an SEN related area or area related to working with families or vulnerable members of the community.	Application form
24. Dealing with difficult or distressed people on the telephone and/or in person.	Application form
25. Use of a dedicated database.	Application form
26. Experience of working with financial accounts.	Application form
Knowledge, skills and abilities	
27. A good knowledge and understanding of SEN regulations and case work.	Interview Assessment
28. Background knowledge of issues relating to Children's Services.	Interview Assessment
29. Experience of having carried out research work in a variety of fields relating to SEN.	Interview Assessment
30. Reliable and punctual.	Interview Assessment
31. Ability to work as part of a team.	Interview Assessment

Approval

Manager's job title:

Date: March 2025

