



JOB DESCRIPTION (JD) AND EMPLOYEE SPECIFICATION (ES)

Standard Template

JOB TITLE:	Casework Officer		
GRADE: JOB CODE:	Grade 7 CHI81SENG7	SERVICE AREA:	Children's Services – Access & Achievement (SEND)
REPORTS TO:	Senior Casework Officer/EHCP Team Manager	LOCATION:	Education Development Centre
SPECIAL CONDITIONS:	This post is covered by the Government's Code of Practice on the English Language Fluency Duty for public sector workers.		

1. Main purpose of the job role:

- To carry out the casework associated with the statutory assessment process.
- To contribute to new service developments.
- To support children and young people and their parents and carers and schools involved in the statutory assessment process.
- To have high expectations of all children and young people in Walsall.
- To assist in the management of the service's overall budget.
- To contribute to Walsall Children's Services strategic management and leadership of SEN and Inclusion.
- To ensure equality of opportunity for all children and to maintain good communication links with parents, other services and agencies.

2. Role specific duties and accountabilities:

- To take responsibility for a proportion of casework involved in the statutory assessment processes, supporting schools, children and young people and their parents/carers through the processes.
- To liaise as necessary with colleagues in other agencies to resolve problems and issues that may arise, seeking effective solutions to support a quality service.
- To form a liaison link with special schools and specialist provisions.
- To prepare information in the Disagreement Resolution process
- To maintain an accurate database of all pupils involved with the service, and out of school, producing statistical and performance information as and when required.
- To work particularly closely and collaboratively with the SEN and Inclusion Support Services.
- To work across Walsall Children's Services and other agencies to support and further develop a co-ordinated and multi-agency approach to meeting needs.
- To contribute to the development, implementation and delivery of the Departmental Strategic Plan, Education Development Plan and all other relevant plans.
- To work across schools in Walsall, to offer general support for school improvement, pupil achievement and inclusion, providing the necessary challenge when appropriate to further develop the excellence of services and provision.
- To manage the services identified in an efficient and effective way monitoring and ensuring that they provide high quality services in line with the principles of Best Value.
- To represent Walsall Children's Services at a local level, as and when required.
- To support the Service system of Performance and Programme Management.
- To support and contribute to Continuous Professional Development within the Council
- Any other duties that Walsall Children's Services may consider appropriate.

3. Corporate duties and accountabilities:

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
- Through personal commitment and clear action, the postholder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.
- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.



Walsall Council

JOB TITLE Casework Officer		GRADE G7	
		Indicate when Assessment is possible: at Application form=A interview=I both=A/I test = T	WEIGHT CODE shows relative importance Low=1 Medium=2 High=3
Behaviours: refer to corporate behaviours document			
Professionalism - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.		A/I	3
Leadership - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.		Not Applicable	
Accountability - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.		A/I	3
Transparency - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.		A/I	3
Ethical - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.		A/I	3

Abilities/Skills: (refer to JE guidance document)		
Ability to use interpersonal skills effectively to build rapport and communicate with a range of stakeholders including adults and children	I	3
Ability to communicate verbally with service users and provide advice and/or information in accurate spoken English.	I	3
Ability to communicate effectively in writing	A/I	3
Good time management, organisational and planning skills	A/I	3
Knowledge of the needs of children with SEN and the statutory code of practice	A/I	3
Ability to work flexibly and be solution focused.	A/I	3
Ability to proceed by negotiation and agreement.	A/I	3
Ability to work creatively but also as part of a team.	A/I	3
Knowledge/Experience:		
Substantial experience of working with children and young people with SEN	A/I	3
Involvement in SEN processes	A/I	3
Work involving a range of professionals from other areas e.g. Social Services, Health.	A/I	3
Evidence of commitment to continued professional development	A/I	2
Qualification:		
Other essential requirements:		
An awareness of, and commitment to, equality of opportunity	I	3
Awareness of, and commitment to, confidentiality and handling data	I	3
Prepared by:	Emma Thornbery	Date: 12.08.19