



JOB DESCRIPTION (JD) AND EMPLOYEE SPECIFICATION (ES) Manager Template

JOB TITLE:	EHC Team Manager		
GRADE: JOB CODE:	Grade 12 CHI231EDUG12	SERVICE AREA:	Children's Services – Access & Inclusion (SEND)
REPORTS TO:	SEND 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.		

At Walsall Council, we believe that people are at the heart of everything we do. In our work, the way we listen and respond to our customers and colleagues will determine the way we grow and bring Council's vision to life. To succeed, we must push the boundaries of customer service and added value - outstanding is the new standard and the new routine. Using evidence-based insight into solving problems, managers will create an environment that provides opportunities for all individuals and communities to fulfil their potential. As leaders of people, managers will:

- *Work collaboratively to develop strong working relationships and provide a bridge between the council and the communities it serves;*
- *Embrace change and strive for improvement continuously;*
- *Provide value for money to ensure services are delivered in a timely fashion, combining sustainability with quality;*
- *Challenge the status quo, enable and empower, act with integrity.*
- *Together, they will deliver services that the people of Walsall will be proud of.*

1. 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.
- A priority for the Council is the protection of vulnerable people, ensuring they are able to live as independently as possible. The post-holder will promote and engage with Council's responsibility to safeguard the welfare of children, young people and adults, and protect their right to be safe from harm.
- Through personal commitment and clear action, the post-holder 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.

2. Main purpose of the job role:

To be responsible for the day-to-day leadership and management of the EHC Team and the duties and functions of the service in respect of the identification, assessment, placement and review of the provision for children and young people with special educational needs.

3. Role specific duties and accountabilities:

Horizon Scanning

- Operational management of the SEN EHC team.
- Ensure the effective management (or assisting in the management) of any budgets allocated to support service delivery across the service, where required.
- Advise the SEND Team Manager and Head of Inclusion on operational financial matters relating to their service area.
- Ensure effective liaison and joint working between Education, Social Care, Health and other partners.
- Advise on the development of strategies to ensure that pupils with SEND are considered and appropriate equality impact assessments are undertaken where necessary.
- Support and challenge schools, settings and other providers, to ensure statutory compliance and provision requirements are met.

Leading People

- Ensure that communications with stakeholders are managed effectively.
- Co-ordinate effective handling of complaints and compliments within the service.
- Chair relevant meetings such as the EHC Panel
- Manage the day-to-day effective organisation and running of the service

Managing Resources

- Ensure that the work of the team complies with current legislation, the SEN Code of Practice 2015 and LA policies on Special Educational Needs and Disabilities and that appropriate professional advice, challenge and support is available for schools and other providers.

Managing Performance

- Ensure this post supports statutory requirements that protect and ensure provision for children and young people 0-25 with SEND or who are excluded from school are in place, and ensure that a comprehensive framework of advice and challenge is available to families and education providers.
- Manage reviews of systems and processes to ensure efficient and effective working practices and ensure statutory requirements are being met

Managing Self

- Contribute to the Service's self-evaluation process, including devising and monitoring action plans and other policy development.
- Be an excellent role model, exemplifying high standards and promoting high expectations for all staff and stakeholders especially when implementing change and improvements in standards.
- Promote a customer focused, culture of inclusion and partnership within the service where all views are valued and taken account, including the children, young people and their families; and key personnel within schools, colleges and settings and Walsall Council
- Co-ordinate a joined-up service improvement planning process across the whole integrated service that contributes to a coherent, wider service plan and takes account of service users' views.
- Ensure that the principles of Walsall Right for Children is at the heart of service delivery.

4. Key Stakeholders and reporting lines

Key stakeholders for the post include:

- Children and young people, particularly those with SEND and those identified as 'vulnerable'
- Parents/carers of children and young people
- Walsall schools and educational settings
- Walsall internal education support services, including Advisory Service, Educational Psychology and School Improvement
- Walsall internal Social Care services, including Early Help, Children with Disabilities Team, Social Care
- Walsall external support services, including Speech and Language Therapy, CAMHs, Occupational Therapy, Physiotherapy

The EHC Team Manager reports to the SEND Team Manager.



JOB TITLE: EHC Team Manager		GRADE: G12
Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.	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.	A/I	3
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)		
The ability to communicate verbally with customers and provide advice and/or information in accurate spoken English is essential for the post.	I	3
The ability to motivate and inspire staff and service users to strive for excellence	A/I	3
Ability to lead and manage the service in accordance with Council policies and procedures	A/I	3
Ability to lead and manage development planning and a positive service ethos, in partnership with key stakeholders	A/I	3
Ability to lead and nurture the professional development of staff and develop a customer focused culture	A/I	3
Ability to conduct staff induction and performance management effectively	A/I	3
Ability to manage a service budget	A/I	3
Ability to implement a statutory framework, monitor, review and quality assure processes, customer satisfaction and outcomes	A/I	3

Ability to support, monitor, challenge and evaluate the effectiveness of interventions provided by the service and by other providers	A/I	3
Excellent communication skills (oral and written, including use of ICT) and ability to work co-operatively with team members	A/I	3
Excellent inter-personal skills in order to deal effectively with a wide range of service users and situations	A/I	3
Ability to organise and chair meetings involving a range of stakeholders	A/I	3
High level skills in delivering training to staff and stakeholders	A/I	3
High level organisational skills and the ability to meet demanding deadlines	A/I	3
Ability to work effectively within a dynamic multi-agency environment	A/I	3
Ability to contribute to the development of Local Authority policy, strategy and provision in relation to SEND and Inclusion	A/I	3
Knowledge/Experience: specify type, level and qualitative (not quantitative required); if any.		
Evidence of continuous professional development	A/I	2
Recent, relevant and successful team/service leadership experience within Special Educational Needs, preferably within a Local Authority.	A/I	3
Successful experience of managing and/or developing the practice of others, including organising and delivering staff development training, induction and performance management	A/I	3
Relevant and successful experience of working in a Local Authority special educational needs casework team.	A/I	3
Experience of leading a group of colleagues to develop policy and/or practice in relation to groups of vulnerable children (which may include SEND and LAC)	A/I	3
Substantial and successful experience of working in close partnership with families and contributing to a multi-agency model of support.	A/I	3
Demonstrable knowledge and understanding of the Children and Families Act, the SEND Code of Practice and other relevant legislation.	A/I	3
Demonstrable success in working collaboratively with parents, colleagues, schools and/or settings and the local community	A/I	2
Experience of successful liaison and close working with a range of outside agencies and services	A/I	3
Qualification: Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.		
Degree or relevant high level professional qualification(s) for working with children and young people with additional needs	A	
Evidence of commitment to own on-going professional development	A/I	2
Further specialist qualifications in key areas linked to working with children and young people with additional needs	A	
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:	Anna Jones	Date: 07/07/2022