

**London Borough of Lambeth  
JOB DESCRIPTION**

Job Title: Education Health Care Plan Support Assistant  
Directorate: Education, Learning & Skills - Special Education Needs (SEND)  
Grade: Scale 5  
Reporting to: Principal EHC Co-ordinator

**Main purpose of post**

To provide comprehensive support to the EHC Plan Co-ordinators, maintaining accurate, efficient and effective administrative systems and records.

To provide effective administrative support to enable the effective and efficient initiation, assessment and review of children with Special Educational Needs, ensuring that procedures and timescales are fully compliant with both statutory and locally derived procedures.

Support a person centred, outcome focused multi agency approach to assessment, planning and review, ensuring that children, young people and parents are treated as equal partners in the assessment and planning process.

Guiding settings and parents to the right provision at SEN Support level. Directing them to the Local Offer to find more information on the services available.

Supporting settings and parents to provide the right information if an EHC needs assessment request is made.

**Key Accountabilities**

1. To act as the first point of contact for EHCP related queries and to offer advice and support relating to applications for assessment of SEN.
2. To process statutory assessment requests and EHCP review recommendations with care and efficiency.
3. To provide excellent customer service and be empathic to the needs of a vulnerable client group.
4. To build and maintain effective working relationships with internal and external partners, parents/carers and service users to support the provision of an effective, efficient and responsive service.
5. To calmly and professionally deal with day to day operational issues relating to the SEN Service, recording and responding where appropriate, and to refer more complex cases to management.
6. To ensure that applications for EHCPs are accurately completed and submitted with the required documentary evidence, and to request additional information where necessary.

7. To develop and maintain administrative, filing and information systems, including the use of information technology, efficiently and effectively to support the work of the service.
8. To operate any other SEN databases as required.
9. To be responsible for SEN Panel related administration for EHCP requests and Annual Review recommendations ensuring correspondence is carried out within specified timescales.
10. To develop a thorough understanding of SEN criteria, and use this knowledge to gather essential and relevant information.
11. To carry out all duties with due regard to the provisions of Health & Safety regulations, the Council's equal opportunities and customer care policies and the New Technology guidelines.
12. To undertake other reasonable duties which are requested by line management.
13. To provide general administrative support, such as message taking, forms management, case file administration/storage/retrieval/destruction, and contribute to minute taking at team meetings and other panels as required.
14. To assist with arranging meetings and other events.
15. To implement the Council's Equal Opportunities policies and to work actively to overcome discrimination on the grounds of race, sex, disability, sexuality or status in the Council's service. To take responsibility appropriate to the post for tackling racism and promoting good race, ethnic and community relations.
16. To carry out the duties of the post in accordance with the Data Protection Act, the Computer Misuse Act, the Health and Safety at Work Act, and other relevant legislation, as well as the Council Policies and Procedures, Standing Orders and Financial Regulations.

## Person Specification

### Education Health Care Plan Support Assistant (Scale 5)

<p>It is essential that in your written supporting statement you give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A)</p> <p>You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.</p> <p>If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with a "Tick" (✓) on the person specification when you complete the application form.</p>			<b>Selection Criteria</b>
<b>Key Knowledge</b>	K1	Detailed Knowledge of legislation related to Special Educational Needs and other relevant legislation relation to children and young people with SEN.	✓ A
	K2	Knowledge and understanding of the role of different agencies in this area of work in providing services related to the statutory assessment procedure and meeting the educational need of SEN pupils and young people.	✓ A
	K3	Knowledge of issues relating to support to pupils with SEN, which will enable the post holder to resolve day to day operational issues.	✓ A
	K4	Working knowledge of standard IT packages	
	K5	Knowledge of issues relating to funding arrangements for pupils with SEN placed in a variety of settings.	
<b>Relevant Experience</b>	E1	Experience in this area of work gained by either education (degree or equivalent) or through a minimum of 3 years' experience	
	E2	Experience of working and liaising with parents, carers and other agencies in a multi-disciplinary setting	✓ A
	E3	Experience of managing conflicting demands and priorities, working to tight timescales	
	E4	Experience of producing reports for a variety of complex audiences	
	E5		

	E6	<p>Experience of managing complaints and resolving disagreements.</p> <p>Experience of chairing meetings</p>	
		<p><b>Focuses on People</b> - Is about considering the people who our work affects internally and externally. It's about treating people fairly and improving the lives of those we impact, putting people at the heart of our work, after all, that's our business. It's about making our processes fit people.</p> <ul style="list-style-type: none"> <li>• Establish and maintain positive relationships with children, families and local partners</li> <li>• Being approachable and positive for my area of work and other services</li> <li>• Ensuring anyone who calls me receives the best response that can be given even if it's not my area of work.</li> <li>• Undertake respectful and compassionate work with families</li> </ul>	✓A
		<p><b>Communicates effectively</b> - Is about how we talk, write and engage with others. It's about using simple, clear and open language to establish positive relationships with others. It's also about how you listen and make yourself open to conversation.</p> <ul style="list-style-type: none"> <li>• Listening for information from a manager and the council that can impact on your work</li> <li>• Sharing and passing vital information and reflecting back</li> <li>• Escalating issues and opportunities straight away, ensuring risks are managed</li> <li>• Consider the use of interpreters and translators where needed</li> </ul>	✓A
		<p><b>Takes Ownership</b> - Is about being proactive and owning our personal objectives. It's about seizing opportunities, driving excellence, engaging with the council objectives, and furthering our professional development.</p>	

		<ul style="list-style-type: none"> <li>• Actively engaging in one-to-ones, appraisal process and team meetings</li> <li>• Taking ownership of task, breaking it down, engaging with persons involved and reflecting if there is a more efficient way of achieving it</li> <li>• Use skills and experience in supporting families to create good outcomes for their children.</li> <li>• Working with teams and service areas to achieve positive outcomes and develop personal capabilities.</li> </ul>	
		<p><b>Works collaboratively</b> - Is about helping each other, developing relationships, and understanding other people's roles. It's about working together with colleagues, partners and customers to earn their respect and get the best results.</p> <ul style="list-style-type: none"> <li>• Being a good team player and stepping in to assist manager or colleagues during absences</li> <li>• Good engagement skills and able to influence families and professionals</li> <li>• Use views of families to plan work and collaborate goals</li> <li>• Regularly sharing success stories that lead to good outcomes</li> </ul>	
		<p><b>Focus on Results</b> - Is about ambition and achievement. It's about making sure we are working towards the end product and considering the effect of our service. It's about making the right impact, having the right result and changing things for the better.</p> <ul style="list-style-type: none"> <li>• Making sure I understand my objectives and what I need to do</li> <li>• Keeping my manager informed of progress</li> <li>• Getting my work done to the best of my ability with the resources and finances we have</li> <li>• Working with my manager to develop skills and knowledge</li> </ul>	