

Job Description and Person Specification

Education, Health & Care Plan Assistant

A Lambeth to be proud of



Job Title: Education Care Plan Assistant

Department: Children's Services

Division: Education and Learning

Business Unit: D13760

Grade: Scale 5

Reports to: Principal Coordinator

Responsible for: NA

Context

Lambeth's Special Educational Needs (SEN) Service is a statutory service who are responsible for maintaining educational healthcare plans for children and young people, from 0-25 years.

The Special Educational Needs 0-25 Team works closely with parents, schools, health, and social care services to ensure that children and young people with Special Educational Needs and Disabilities (SEND) aged 0-25 receive the right support to achieve their outcomes.

Job Purpose

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.

Responsibilities

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

<p>It is essential that in you can meet the following requirements for the role and be able to 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 "Ticks" (✓) on the person specification when you complete the application form.</p>			Shortlisting Criteria
<i>For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.</i>			
Qualification	Q1	Hold a relevant qualification or possess the equivalent experience in a similar post	
Key Knowledge	K1	Knowledge of administrative procedures in a Local Government or similar environment	✓A
	K2	Understanding of local government legislation in relation to Special Education Needs and Further Education transport	
	K3	An Understanding of the importance of service delivery and customer satisfaction	✓A
Relevant Experience	E1	Experience of providing comprehensive administrative support in a busy, often pressurised, customer focused office environment.	✓A
	E2	Experience of using a range of IT systems	
	E3	Experience of working to tight deadlines under pressure	✓A
	E4	Experience of working in an education, social care or transport related environment	✓A
	E5	Experience of dealing with a wide range of challenging customers situation	A
	E5	Experience of maintaining financial records	

Core Values and Behaviours		<p>Equity</p> <ul style="list-style-type: none"> • Listen to the views of others and ask for their opinions making sure that everyone in my team inputs into the things that matter. • Ensure fairness and justice is at the heart of my decision making and support to my team and others. • Take time to build trust, building the respect of our stakeholders and ensuring as a team we take accountability for doing what we agree to do. • Develop others and ensure we work as one team for Lambeth, encouraging everyone to play their part • Take positive action to ensure everyone in my team has opportunities to learn and grow at work • Encourage everyone to be themselves at work and value who they are • I am inclusive and actively celebrate diversity, recognising everyone in my team as individuals. 	
		<p>Kindness</p> <ul style="list-style-type: none"> • Treat each member of my team with respect and dignity just as I would want for myself. • Encourage each member of my team to do their very best work and am available to them to provide support and guidance. • Personalise my support to each team members and look out for them, lending a hand wherever I can • Encourage everyone to try and learn from mistakes and use integrity to take action with my team to put things right together • Work with empathy seeking to understand each and every member of team, their unique perspective and circumstances and ensure everyone is heard • Take the time to communicate, being honest, open and genuine and taking the time to get to know team members as individuals. • Show compassion and patience recognising that everyone in the team has unique experience and celebrating the great work they do for Lambeth. • Look after the health and wellbeing of my team members and encourage open and regular discussions about the issues that impact on them, working together to find solutions. 	
		<p>Accountability</p> <ul style="list-style-type: none"> • I encourage and support my team to do the right thing even when it's tough and we communicate our decisions in a timely way • I ensure my team and employees take individual and collective accountability for 	

		<p>performance and delivery, making sure that they have clear plans and performance objectives.</p> <ul style="list-style-type: none"> • I ensure my team plan ahead, getting the basics right and take swift action when problems arise • I encourage my team to be risk aware and ensuring that our decisions and actions are informed and understood and communicated to others. • I provide regular, timely and constructive feedback to my team members on their performance and behaviours and act quickly when performance is not on track. • I share my learning, knowledge and skills with others thorough coaching and mentoring and encourage others to do the same. • I ensure that my team and I put residents, communities, customers and their needs at the centre of everything we do. • I encourage my team to learn and grow and ask questions to find the information they need to do their jobs 	
		<p>Ambition</p> <ul style="list-style-type: none"> • Am proud of our borough and my team and encourage everyone in the team to aim for the highest possible standards of excellence in everything we do. • Encourage my team to be flexible and try new things when it's appropriate to do so and tell me what could be improved. • Promote a one team for Lambeth approach reaching out to our stakeholders to face our challenges together • Encourage and support my team to be courageous for our residents and communities and stop at nothing to ensure they have the best possible outcomes • I make time for the team to Innovate and look for creative ways to do things better, being curious about possibilities. • Positively challenge and encourage the team to collaborate and look for solutions together across service and team boundaries. • Make time for my team to grow and develop taking advantage of opportunities to learn from each other and others. We plan our learning and career growth. 	