

Senior Education Health & Care (EHC) Co-ordinator

Role Profile

Service: Access & Inclusion – Children, Family & Education
Band: Band 8
Reporting to: EHC Manager
Responsible for: EHC Co-ordinators



About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Trafford – where all our residents, businesses and communities thrive

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring.

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

Overview

The Children's and Families Act 2014 introduced a new model of assessing and developing plans for children and young people with special educational needs and disability (SEND). This change resulted in a developing Education Health and Care (EHC) team, who support the assessment process by multi-agency working and producing high quality EHC plans for children and young people with SEND from the age of 0 to 25.

Your Main Priorities

- Assisting the EHC Manager in the administration of the statutory procedure for the assessment, planning and review of children and young people with special educational needs.
- Working in a collaborative way with parents/carers, children and young people to ensure that their views and wishes are integral to the assessment, planning and review process and EHC Plans are co-produced with them and supporting the coordinators in that delivery.
- Provide management and professional support and supervision to the EHC Co-ordinators by monitoring quality and ensuring compliance with the Children and Families Act 2014 and the SEND Code of Practice (2015).
- Ensure that the team are complying with key KPI in relation to the timeliness of plans and the work on annual reviews.

Key duties

- Provide line management support ensuring supervision and 1-2-1 meetings for the coordinators to ensure that they are meeting the responsibilities for the effective administration under the 2014 Children and Families Act and in accordance with the Code of Practice on Special Educational Needs.
- Assisting in the management of the provision and delivery of casework in relation to the statutory assessment of children and young people with special educational needs where required particularly in relation to more complex casework.
- Support the team to comply with timescales for the assessment process in accordance with national and local targets.
- Undertake quality assurance activity in relation to the drafting and reviewing of plans providing clear feedback.
- Support the coordinators to work sensitively and carefully with parents, children, and young people, acting on issues to prevent any unnecessary escalation of issues and further distress for families.
- Develop relationships with key stakeholders across education, health, social care and parent's groups to maximise collaboration in ensuring the very best outcomes for children and young people.
- Maintaining up-to-date knowledge of current legislations in relation to special educational needs and all current assessment procedures under the 2014 Children and Families Act to ensure advice, support and training needs of the team are met.
- Assisting the EHC Manager and other Senior Managers in preparing papers and coordinating the response to Mediation, Tribunal and other redress processes.
- Attend, and chair when required, various SEN Panels, groups and meetings and make recommendations as appropriate.
- Deputise in the absence of the EHC Manager in the formulation, management and reporting of all activity across the EHC Assessment team.
- Contribute to the formulation of hypothesis and analysis of key performance information and together with the EHC Manager report that through various governance routes.
- Ensure complaints are responded to in accordance with Trafford's Complaints Procedure.
- Undertake any other duties which are commensurate with the post and which may be assigned by the Service.

About You

Qualifications and Professional Development

- Degree level or equivalent

- Evidence of continued professional and personal development

Experience and Knowledge

- Demonstrable sustained experience of working in a similar environment with, or for, children or young people with SEND
- Detailed experience of complex administration processes and their management
- Experience of line managing others and of team leadership and performance management including supervision. Ability to motivate staff, set priorities and targets to meet service and high-quality standards and deadlines
- Experience of researching and collating information
- Experience of analysing, interpreting and presenting conclusions to support decision-making
- Knowledge of software packages including Excel and Word
- Knowledge of the SEND Code of Practice (2015), the Children's and Families Act (2014) and current processes and legislation
- Knowledge of SEND educational settings and funding streams
- Knowledge of the barriers facing young people with SEND
- Knowledge of the educational landscape

Skills and abilities

- Excellent organisational and planning skills, with the ability to manage time efficiently, prioritise work and deliver to urgent and competing deadlines
- Excellent communication skills, verbal and written, persuading, negotiating, creating an environment of high support, high challenge
- Ability to lead a team of professionals by motivating them to deliver high quality services to families.
- Ability to build positive working relationships with parents, children and young people and professionals dealing with challenge in a positive manner
- Good attention to detail with the ability to understand complex facts or situations
- Ability to accurately monitor and interpret data and manage electronic information systems and databases.
- Ability to clearly presenting information in a format easily understood by a wide range of audiences.
- Ability to solve problems, innovate, plan, organise, overcome barriers and implement solutions effectively.

Special Conditions

- Occasional travel to different sites across Trafford to attend meetings

Date prepared/revised	May 17 / Refreshed and transferred to new template May 2024 – finalised as part of consultation July 24
Prepared/revised by	Head of SEN/Inclusion
Job Evaluation	Existing previous

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery.
To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.