

<b>Role Title</b>	<b>Assessment Planning Review Officer</b>
<b>Job Family</b>	<b>Families</b>
<b>Location</b>	<b>Integrated Disability Service</b>
<b>Pay Range / Scale</b>	<b>P02</b>
<b>Purpose</b>	
To deliver services that enable stakeholder, service users and families/carers to engage with and make informed use of the service(s). To manage and progress a large and complex caseload. To provide specialist support for a complex work area.	
<b>Generic Accountabilities</b>	<b>End Results/ Outcomes</b>
As the lead professional, manage a caseload including direct work with children, young adults and carers.	<p>Accurate identification of Children and young adults eligible needs.</p> <p>Provide advice and / or assessments to support service provision and/or individual clients.</p> <p>Risk to the health, safety and wellbeing of children and young adults and the public is effectively identified, acted upon, recorded, evaluated and reduced.</p> <p>Support to Children and young adults is provided to the required standards and timescales.</p> <p>Appropriate implementation of statutory duties.</p>
Organise and deliver services within a specialist area to meet established operational targets. Make operational decisions and prioritise work, taking account of children, young adults and their carer's needs. Plan, deliver and monitor the appropriate interventions.	<p>Service is delivered to organisational requirements and reflects the needs of children, young adults and their carers.</p> <p>Secure and strengthen the delivery of Education, Health and Care planning within a Think Family framework working collaboratively as required with key services areas such as Early Help, Childrens and Adults services.</p> <p>Provision of agreed intervention is effectively delivered / co-ordinated to support children and young adults to the required standards.</p> <p>Children and young adults are supported to achieve their identified outcomes.</p>

<p>Provide specialist, expert advice, guidance and support to colleagues, service users and partner agencies. Manage, interpret and resolve escalated complex queries and issues within the specialist area. Proactively identify areas of potential concern.</p>	<p>Agreed, clear, accurate information is shared appropriately.</p> <p>Appropriate actions are taken improving outcomes for children, young adults and their families.</p> <p>Arrange and participate in agreed multi-agency meetings.</p> <p>Specialist and professional advice, information and support are provided on within the area of responsibility.</p> <p>Queries / complaints and complex issues are effectively managed through to a satisfactory conclusion, or escalated as necessary.</p> <p>Appropriate action is taken to reach resolution, representing the views of children, young adults and their carers as appropriate.</p> <p>Learning from complaints / issues is embedded within the service.</p> <p>Policy and procedures are accurately and appropriately applied and adhered to. All required records are kept and case information shared as appropriate.</p>
<p>Maintain properly documented case files, records and information. Prepare standard reports as required.</p>	<p>Clear record of actions, circumstances and decisions are provided.</p> <p>Information is managed in compliance with legislation and best practice.</p>
<p>Carry out all duties with an awareness and understanding of the Safeguarding requirements within area of responsibility. Monitor and manage potential risk within area of responsibility.</p>	<p>Work complies with all safeguarding policies and procedures that apply to the role.</p> <p>Behaviours and actions support the safeguarding of children and young adults.</p> <p>Threatening / potential risk situations are recognised, assessed, actioned or escalated as appropriate.</p> <p>Statutory and procedural compliance is ensured.</p> <p>Risk to the Council, stakeholders and service users is minimised.</p>
<p>Shows commitment to continued professional development</p>	<p>Take responsibility for identifying and pursuing own development needs.</p> <p>Participate in regular practice reflection and supervision.</p>

	Best practice is shared.
Supports colleagues in the team	Contribute to the development of others (e.g. through sharing knowledge, skills and experience or providing feedback).
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	<p>All policies and procedures are complied with.</p> <p>All work meets the required standards.</p> <p>All policies and procedures are complied with.</p>
Work with other professionals and services to provide a seamless service. Liaise with other agencies on operational issues and to ensure effective service delivery.	<p>Clear, accurate information is collated / shared via the most appropriate channel.</p> <p>Decisions taken are informed by up to date, accurate information and legislation.</p> <p>Bring together and support the collaboration of the required skillset to proactively manage caseloads of those service users with complex needs that meet the threshold for IDS Services and therefore require an EHC Plan.</p> <p>Service users' outcomes are clearly understood and specified.</p> <p>Opportunities to improve delivery / capacity of provision are identified and actioned.</p> <p>Operational issues are resolved or escalated as appropriate.</p>
Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager.	Work is carried out in a way that is safe and without risks to health.

<b>Job Specific Accountabilities</b>	
Ensure operational delivery of the Integrated Disability Service.	<p>The service is delivered to the quality, Council, professional and legislative standards required.</p> <p>Integrated service development and delivery is informed by children and young adults, partner and stakeholder views, latest thinking, good practice and legislative requirements.</p>

	<p>Service delivers excellent customer service.</p> <p>Positive outcomes are achieved for children and young adults.</p> <p>Proactively manage caseloads of those service users with complex needs that meet the threshold for IDS Services and therefore require an EHC Plan.</p> <p>Make operational decisions relating to the entitlement and delivery of services for their caseload.</p> <p>Take responsibility for producing and reviewing EHC plans.</p>
<p>Lead effective partnership working within area of responsibility in a multi-disciplinary, generic team.</p>	<p>The IDS delivers the most effective outcomes for children and young adults.</p> <p>Effective relationships are developed and maintained with partners and other stakeholders.</p> <p>Multiple information sources are collated and analysed in order to facilitate a more coordinated approach.</p> <p>Multi-disciplinary and partnership working meets service delivery requirements and provides a co –ordinated approach to the assessment, planning and review functions for the production, implementation and review of Education Health Care plans.</p> <p>The multi-disciplinary generic team produce valid and timely outputs.</p> <p>Provide support to ensure children and young adults achieve their identified outcomes including listening voice of the child/young adult.</p>
<p>Carry out all duties with an awareness and understanding of the Safeguarding requirements within area of responsibility</p>	<p>Ensure all work is undertaken with both service users and their families and in co-production / partnership as appropriate.</p> <p>Work complies with all safeguarding policies and procedures that apply to the role.</p> <p>Statutory and procedural compliance is ensured for children and young adults.</p> <p>Ensure and enable the Education, Health and Care Plans can be planned and implemented with optimal effectiveness; maximising the potential for families and</p>

	<p>service users to maintain and develop their resilience achieving outcomes in line with the Think Family approach.</p>
<p>Specific functions around Education, health and care</p>	<p>Comply with the assessment and planning requirements including education/training planning, social care planning and health planning; including the offer and development of personal budgets.</p> <p>Ensure effective arrangements are in place for the transition to adulthood incl. employment support.</p> <p>Have an adults and children's skillset – understanding cultural and behavioural skills and the transition to adulthood.</p> <p>Secure transition arrangements for children and young adults at all stages of development including early years, school and transition to employment.</p> <p>Ensure that children and young adults secure the appropriate level of care and support to develop and deliver education, employment and social inclusion opportunities in the local community.</p>

***Nature of Contacts***

Work directly with children and young adults; the work has significant implications for the wellbeing of individuals. Professional colleagues across the Families Directorate and other council service areas, other providers and external agencies to gather and exchange information and co-ordinate actions.

Develop sensitivity, persuasiveness, negotiation and assertiveness skills to communicate with diverse audiences in emotive circumstances. Ability to build trust and confidence with children and young adults and professionals.

Diverse internal and external contacts, to provide specialist advice, guidance and support on complex issues within area of responsibility; develop and maintain joint working and promote the Council position.

Consult with stakeholders to identify requirements. Communicate changes in policy and working practice to contacts.

Handle challenging service user / stakeholder feedback, or complaints which involve significant persuasion and influencing skills.

Deal with people at all levels confidently, sensitively and diplomatically.

**Procedural Context**

Work within a policy framework and regulatory guidelines, applying knowledge of systems, procedures and best practice. Work to broad managerial direction, within a policy framework and regulatory guidelines, to ensure performance standards are met within a framework of policy and legislation.

Plans own time and co-ordinates the work of others. Plan, organise and deliver interventions and actions. Responsible for professional advice, assessments or referrals.

Exercise professional judgement in assessing stakeholder requirements, potential risk and quality assurance of service. Monitor and evaluate performance / service delivery, ensuring all parties are informed of progress / issues as required.

Provide support to customers, colleagues and other stakeholders through applying knowledge of systems, processes, procedures and best practice.

Responsible for meeting performance standards within a policy framework and regulatory guidelines.

Accountable for proper use and security of information, resources, equipment and/or facilities within area of responsibility.

**Key Facts and Figures**

Enhanced DBS disclosure will be required.

**Resourcing**

Budget Responsibilities: None

Supervisory Responsibilities: None

**Competency Level: All Colleagues**

**Knowledge, Skills and Experience**

- Substantial relevant experience of working in the service area / related profession field, with evidence of work responsibilities appropriate to the role and evidence of appropriate professional expertise.
- Knowledge of the Children and Families Act and SEND specialist work practices / professional guidelines / legislation and emerging developments within the service area.
- Knowledge and understanding of promoting independence, resilience and wellbeing for children, young adults and families.
- Experience and competency in undertaking assessments/contributing to assessments of children and young adults resulting in the planning, delivery and management of focussed interventions and plans.
- Knowledge and experience of contributing to the development of services, policies procedures and practices.

- Excellent interpersonal skills. Proven ability to negotiate and persuade and build and maintain effective working relationships at all levels. Proven ability to communicate with, engage and influence children, young adults, carers, partners and stakeholders, in complex situations.
- Experience of supporting partnership working to deliver service provision to children and families.
- Good planning and organisational skills, with experience of working within general professional guidelines or organisational policy, to achieve service requirements.
- Proven initiative and judgement to identify and resolve problems
- Good ICT skills - both standard Microsoft applications and social care record and data systems.
- Good reporting and recording skills in accordance with expected statutory and internal processes.
- Proven ability to cope with conflicting and changing demands through good time management and the ability to work under pressure.

### **Indicative Qualifications**

Educated to degree standard or equivalent experience  
Relevant professional qualification.

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.