

Job Profile Information: Annual Review Support Officer

This supplementary information for SEND Annual Review Support Officer is for guidance for Job Level 2 Zone 2

It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.

About Camden

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all. Camden SEN aims to deliver an excellent service to children young people and their families so they achieve the education provision they need at the time that they need it.

Role Purpose:

- To support the Special Educational Needs team using effective organisation and data management processes to fulfil its role in carrying out the statutory process for Annual Reviews and/or related casework of children and young people with Education Health & Care Plans.
- To ensure Annual Reviews are carried out in a timely way in accordance to legal timescales and phased transfer deadlines in collaboration with schools/colleges, young people, families and professionals.
- To ensure casework is timely so that decisions are made following Annual Reviews and decision letters or Proposed Amended EHC Plans are sent out and finalised within statutory timescales.
- To support the SEND service in maintaining effective organisation and data management processes during the Annual Review process and/or related case-work.

Example outcomes or objectives that this role will deliver:

The administration of the Statutory Annual Review process is implemented to review and monitor progress towards outcomes and provision in place for children and young people, in accordance with statutory guidelines and is compliant to the Children and Families Act 2014 and associated regulations and guidance.

- All communications with young people and families, whether written or verbal, relating to the Annual Review process, is responded to promptly and professionally and within the Council's timescales, and relevant files are kept up to date.
- Attend annual reviews virtually and across a range of settings within and outside of the Borough, when required.
- Ensure Assessment Case Co-ordinators and other professionals including named staff in school, early years and college settings and health and social care staff involved in the Annual Review Process are aware of deadlines and requirements and comply with these/contribute advice so that statutory timescales are met.
- Children, Young people and Parents/Carers are engaged and their views and wishes heard as part of a person centred approach.
- To ensure SEN databases, records, reports and correspondence relating to Annual Reviews are kept up to date, collated and maintained in an orderly system which is easily accessible by those professionals who require access to them using agreed information management systems. This will include collation of regular statistical reports to inform trend data and to contribute to service forward planning.
- Parents and Young People receive appropriate information, advice and support throughout the statutory Annual Review process and have a clear understanding of their involvement, rights in respect to the process and its outcomes.
- Ability to take a proactive approach to tracking action points from meetings and correspondence, in liaison with the line manager.
- The SEN Team Manager may require the post-holder to support other identified tasks to ensure the effective operations of the SEN Team.
- Gather information to respond to enquiries or formal processes such as complaints or appeals to SENDT for example

People Management Responsibilities: N/A

Relationships;

The post holder will be part of a team required to liaise with various teams and services across the organisation including working collaboratively with:

- A range of nursery settings, schools and post 16 education providers, professionals from education, health and care in children's and adult services, including a school's Special Educational Needs and Disability Co-ordinator (SENDCo), social workers, health therapists, educational psychologists, the Inclusive Intervention Team, the Sensory Advisory Service and the SEND team.

The post holder will communicate and liaise effectively with:

- Parents of children or Young People directly, who have special educational needs and/or disabilities
- School SENDCos and other school-based practitioners
- Multi-agency practitioners including health therapists and social workers in children's and adult services
- Other Council teams/departments

Technical Knowledge and Experience:

Qualifications

Essential:

- Effective literacy and numeracy skills
- GCSE Grade C / 4 or above in Maths & English and/or equivalent qualifications
- Ability to track, manage and prioritise workloads to ensure legal timescales are met
- Work experience in a highly administrative role
- Good keyboard skills with good levels of accuracy and use of Microsoft Word and Excel
- Experience of using data systems

Knowledge, Experience and Skills:

- Excellent interpersonal skills and capacity to build good working relationships.
- Excellent knowledge and application of IT systems and software packages including Microsoft WORD, Excel and willingness to learn new skills and systems.
- Effective written and verbal communication with good levels of accuracy.
- Ability to work flexibly, balancing competing priorities and meeting deadlines whilst understanding the needs, timescales and deadlines of others.
- Able to communicate effectively with parents, young people and educational providers diplomatically, empathically and sensitively without the use of jargon.
- Ability to manage difficult conversations with service users who may be frustrated.
- Ability to maintain accurate, confidential records
- Knowledge of SEN and Equalities Legislation (Children and Families Act 2014, Special Educational Needs and Disability Code of Practice 2015, Equalities Act 2010)

- Working knowledge of school/college systems
- Experience in two or more of the following areas:
 - Effective administrative work within an organisation supporting effective management of casework
 - Successful work with parents/carers
 - Successful work within a school/early years setting and/or other public or voluntary sector organisation
 - Effective work with data management IT systems
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Diversity & Inclusion

- At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

Agile working

- At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.
- At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.
- This post demands a high level of flexibility, a positive attitude and ability to adapt to changes due to service needs. The post holder will be expected to work in an open plan office environment in which 'hot-desking' and agile working practices are implemented and working at home as required or in agreement with the SEN Manager. The post holder may be expected to work at other sites, including in other boroughs and attend annual review meetings.

Asking for Adjustments

- Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG