



Job Description

This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list, and the line manager may vary duties from time to time which do not change the general character of the job, or the level of responsibility entailed.

Post Details	
Job Title	SEND Complex Case Practitioner
Service	Children's Services: SEND and Inclusion
Team	Special Educational Needs and Disabilities Team
Location	Shute End / Hybrid Working
Reports to	SEND Senior Case Manager
Worker Style	Hybrid - Remote working with weekly attendance at Council offices
Responsible for	N/A
Grade	9
Contract Type	Permanent, Full Time - 37 hours

Main Accountabilities	
1.	<p>The Complex Case Practitioner will facilitate mediation, representing the Local Authority in informal and formal processes, working directly with parents, schools and other professional bodies to resolve disputes as well as liaising with SEND Tribunal Officers and the SEND Teams. They will support the SEND Casework Practitioners in managing their most complex cases and those that heading towards complaints or appeals.</p> <p>Where necessary, the role holder will represent the Local Authority in mediation and way forward meetings, and responding to formal complaints in line with local policy</p>
2.	<p>Statutory processes:</p> <ul style="list-style-type: none">• Representing the Local Authority in Way Forward Meetings, formal mediation and complaints processes.• Liaising with complainants to understand their concerns• Complete appropriate unbiased investigation in to all SEND complaints prior to preparing a response to the complainant using a strong written communication
3.	<p>Working with stakeholders:</p> <ul style="list-style-type: none">• Relaying knowledge of SEND Decision making and the key factors that lead to robust and sustainable decisions.





	<ul style="list-style-type: none"> • De-escalating situations as they arise • Liaising with the Commissioning and finance teams • Liaising with families, professionals, and education/training providers in the LA's most complex or escalating cases. • Dealing with any work that arises throughout the statutory mediation or complaints processes. • Provide information and sign posting to further support where needed.
4.	<p>Risk Management:</p> <ul style="list-style-type: none"> • Identify opportunities and risks associated with the service and escalate / report to management. • Assess and manage risk associated with assigned cases/service delivery. • Contribute to the regular monitoring and review of services established to facilitate service improvement • Provide specialist/professional advice and recommendations within defined policy and procedures to support informed decision making
5.	<p>Case Management:</p> <ul style="list-style-type: none"> • Ensure individual care plans are implemented and the personal and health care needs of service users are met, working within guidelines and procedures, and record service user progress. • Support service users to access community opportunities and work directly with users, providing advice and support to facilitate independence. • Work with the SEND Casework Practitioners on cases identified by the SEND Senior Case Manager • Provide updates and analysis of cases and overarching themes to SEND Practice Manager at regular intervals.
6.	<p>Planning & Organising:</p> <ul style="list-style-type: none"> • Plan, organise and supervise allocated activities within procedural and regulatory framework. • Undertake care planning and manage complex cases and / or take a lead on development and project work, assisting in development and improvement of services and practice in own area.
7.	<p>Finance/Resource Management:</p> <ul style="list-style-type: none"> • Make effective use of resources and provide feedback on improvements to contribute to cost effectiveness • Make recommendations for the provision of services in line with the budget determined according to assessment of needs, and advises less experienced staff on budget and costs of services.
8.	<p>Work with others:</p> <ul style="list-style-type: none"> • Support other team members and demonstrate understanding of others' needs and views. • Liaise with carers, relatives, colleagues and other agencies to ensure good communication and service to users • Liaise, communicate and build relationships with other internal departments, partner organisations, agencies and/or contractors on operational issues to share knowledge or best practice and deliver service in partnership with service users and their families.
9.	<p>People Management:</p> <ul style="list-style-type: none"> • Assist in the induction of new staff and by sharing expertise and knowledge within the team. May oversee and guide more junior staff. • Provide guidance and delegation of tasks to junior members of the team
10.	<p>High Support, High Challenge:</p>





	<ul style="list-style-type: none"> To ensure that you bring forward your good ideas, to challenge areas where the Council can improve, and to contribute to the Council's ongoing success
11.	Health and Safety: <ul style="list-style-type: none"> Take reasonable care for the health and safety of yourself and of other persons who may be affected by your acts or omissions at work; and co-operate with the Council to enable the Council to perform or comply with its duties under statutory health and safety provisions.
12.	Equal Opportunities: <ul style="list-style-type: none"> To take positive action to ensure a thorough understanding of and positive commitment to equality in both service delivery and employment practices.

Person Specification	Essential	Desirable
Education/Qualifications	<Y/N>	
Knowledge of legislation in relation to SEN i.e. Children's Act, Code of Practice, DDA, etc.	Y	
Understanding of SEN legislation and procedures	Y	
Educated to A level, HNC or equivalent, or able to evidence ability at an equivalent level	Y	
Experience	<Y/N>	
Experience of IT software and pupil data tracking systems	Y	
Experience of working with children and/or families with SEN. Experience of managing complex casework which includes a need for mediation or conflict resolution in an educational environment.	Y	
Skills/Knowledge	<Y/N>	
The ability to write detailed and complex reports independently utilising information provided by both internal and external colleagues	Y	
The ability to manage and deal with casework of a complex nature managing multiple cases	Y	
The ability to marshal detail and complex information and	Y	





to present it clearly and succinctly		
Good IT skills, including word processing skills in Microsoft Office, and in database systems	Y	
Understanding of schools as learning environments and roles and responsibilities of a LA	Y	
Thorough knowledge of SEN(D) Code of Practice and Children and Families Act - implementing SEND Reforms and good practice on inclusive education	Y	

Purpose Details	
Service Purpose	The SEND Team ensures that Wokingham Borough Council fulfils its statutory duties in relation to legislation around the assessment of children and young people's Special Educational Needs and Disabilities (SEND). The SEND team delivers new statutory assessments within the 20 week timeframe. It manages the annual review process and updates Education Health and Care Plans as required. The team monitors outcomes for children and young people with SEND in who are in receipt of an Education, Health and Care Plan and support commissioned by WBC. They collect data related to the number and type of requests for Education Health and Care needs assessments and the type of provision required to meet the needs of children and young people with SEND to support WBC in their SEND sufficiency duties.
Role Purpose	To lead a solution focused, service user orientated model with the aim to reduce parental recourse to SENDIST, with a particular focus on restorative practice; promoting positive outcomes and collaborative working. To lead and deliver the identification, analysis, case management and review of children with special educational needs in Wokingham who are considering or are in the formal complaints or Mediation process. As the Complex Case Practitioner, you will play an integral role in helping to ensure that Wokingham provides every opportunity to resolve conflict before it starts, and prior to the need for formal proceedings. You will work with the SEND team and a variety of service users to limit any escalation within formal proceedings.
Corporate Parenting	You will champion the principles of corporate parenting by embedding its ethos in all aspects of service delivery, ensuring decisions and actions consistently reflect the responsibility to act as a corporate parent to children in care and care leavers, and actively contribute to shaping and implementing the wider corporate parenting strategy.

Supervision and Relationships	
Supervision Received	SEND Senior Case Manager
Supervision Given	N/A





Contacts	SEND Team, Professional Services (such as educational psychologists), health and social care colleagues, educational settings, legal counsel, parents/carers, children and young people, elected members, DfE advisors, Ofsted.
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Resources/Budget Management

The post holder must be familiar with the use of public funds and the high needs block. Following processes and procedures as set out to request and or allocate funding such as personal education budgets and funding for school based SEN provision.

Special Requirements

Enhanced DBS required. Ability to travel to a variety of locations in borough to develop relations with educational settings and attend training to key stakeholders.

Occupational Health Risk Assessment	Details
Skin/Respiratory Sensitisers	N
Working at Height	N
Exposure to Noise (>80-85dB)	N
Confined Spaces	N
Frequent Display Screen Equipment Use	Y
Driving for Work	Y
Hand Arm Vibration	N
Lone Working	N
Healthcare/Social Contact with Patients	N
Blood Borne Viruses Exposure	N
Food Handling	N
Working with Animals	N
Specialised Medical Screening	N
Night Working	N
Safety Critical Work	N





Nature of the Role	Details
Healthcare or Hospital Work	N
Working with Children (under 18)	Y
Working with Elderly/Vulnerable Adults	Y
Work Environment Details	Hybrid - Shute End and Home working

Role Involvement	Details
Working with Children	Y
Working with Vulnerable Adults	Y
Both of the Above	Y
Providing Care/Supervision for Children	N
Providing Care/Supervision for Vulnerable Adults	N
Both of the Above	N
None of the Above	N

Disclosure and Barring Service (DBS)	Details
DBS Requirement	Enhanced
Eligibility Tool	Find out which DBS check is right for your employee - GOV.UK (Find out which DBS check is right for your employee - GOV.UK)

Re-checks
DBS re-check every 3 years

Evaluation Declaration	
Date of Evaluation:	September 2024
Evaluated by:	Jamie Conran, Sam Philo

