



Job Description		
Title	Service Group	Post Ref
Team Manager, EHCP Assessment, Occupational Therapy, Short Breaks and School Access.	Children, Families and Cultural Services, Commissioning and Resources Integrated Children's Disability Service.	
Job Purpose To be responsible for the leadership and day to day management of a range of care and education services and duties. To ensure timely completion of assessments and that appropriate provisions are available for children and young people with complex Special Educational Needs and Disabilities aged 0-25. To ensure the service meets its statutory obligations in relation to EHC Plans, Short Breaks Provision, Occupational Therapy and the School Access Strategy.		
Key Responsibilities <ol style="list-style-type: none"> 1. Personally and through team members to deliver the targets set down in the service and team plans. 2. To resolve any service delivery issues within available resources. 3. To improve the performance of staff under his/ her line management by maintaining communication with staff and providing the appropriate support and guidance. 4. To improve customer satisfaction levels for his/ her service. 5. To act as a professional exemplar at all times. 6. To deploy and manage assigned budgets and to take corrective action where appropriate liaison with the Group Manager. 7. To build positive relationships with other staff and colleagues. 8. To inform the Group Manager of any changes in the operational environment including customer satisfaction issues. 9. To provide strategic oversight of the EHCP Assessment Service, the Short Breaks Assessment and Reviewing Team, the Children's Occupational Therapy Service and Physical Disability Support Service to schools. 10. To manage and monitor the performance of the individual teams to ensure compliance with service standards and statutory duties and that children and young people receive high quality 		Key Accountabilities <ol style="list-style-type: none"> 1. Deliver the specified service targets within agreed resources. 2. Effective supervision of staff to secure high levels of performance 3. Effective management and deployment of an identified budget 4. Ensuring the delivery of a co-production culture with parents/carers and young people 5. Alert the Group Manager of issues that could affect performance 6. Ensure that staff are aware of and

<p>services which produce good outcomes and provide best value for money.</p> <ol style="list-style-type: none"> 11. To manage the multi-agency EHC Pathway processes for children and young people aged 0-25 with special educational needs and disabilities including developing and quality assuring the statutory EHCP assessment process, the production of high quality plans, an effective school consultation and annual review process and a legally compliant and efficient First Tier Tribunal process. 12. To co-ordinate the work of the multi-agency SEND Hub 13. To have strategic oversight of post-16 SEN provision. 14. To be able to challenge key partners on specific issue including school inclusion and jointly funded care packages within the context of national developments and the changing landscape of SEND. 15. To ensure that service areas adhere to / comply with NCC safeguarding policies and procedures 16. To improve customer satisfaction levels for his/her service and develop and implement a culture of co-operation with parents and families. 17. To be ultimately responsible for dealing with any complaints 18. To ensure compliance with data protection legislation. 19. To deputise for the Group Manager, Integrated Disability Service and represent the Service at meetings, working groups and other forums. 20. To be responsible for monitoring and interpreting change in policy and legislation at a national and local level and responding to this and communicating it accordingly to the service and wider organisation as appropriate 21. To be responsible for the collection and quality assurance of management information within his/her service area, including ensuring the quality of data collection in preparation for SEND 2 reporting. 22. To lead on a strategic response to major project work, such as OFSTED inspections. 23. To provide cover for other ICDS Team Managers. 	<p>comply with Nottinghamshire County Council Safeguarding policies and procedures.</p> <ol style="list-style-type: none"> 7. Ensure that effective recruitment, supervision, appraisal, staff development and communication arrangements are in place and that Service/Authority policy and procedures are complied with. 8. Ensure that the local authority complies with its statutory duties with regards to EHC Plans and Occupational Therapy. 9. Ensure the quality of service 10. Managing performance, including the achievement of SEND national indicators. 11. To promote an outcome focused, person centred culture.
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The post holder will perform any duty or task that is appropriate for the role described

Person Specification

<i>Education and Knowledge</i>	<i>Leadership and Management Skills</i>
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<ol style="list-style-type: none"> 1. Educated to Degree Level or equivalent 2. Detailed knowledge and understanding of the legislative frameworks pertaining to the post holds responsibility including: <ul style="list-style-type: none"> • Children and Families Act 2014 • SEND Code of Practice 2015 • Children Act 1989 and 2004 • Working together to Safe Guard Children • Care Act 2014 • Education Act 1996 • Housing Regeneration Act 2008 • Equality Act 2010 3. Knowledge of relevant inspection frameworks. 4. Knowledge of the principles and practice of: <ul style="list-style-type: none"> • Excellent customer service • Effective people management • Appropriate risk management • Equality issues • Budget Management • Commissioning and procurement • Data management 5. Knowledge and understanding of Safeguarding policies & procedures 	<ol style="list-style-type: none"> 6. Can demonstrate the abilities to lead the team toward key outcomes, able to provide a positive example by working efficiently, thinking about and taking action to anticipate opportunities and deal with emerging issues. 7. Able to empower staff to develop ideas for increasing efficiency, managing the team to be ambitious but realistic in achieving the highest possible performance levels. 8. Ability to identify issues that could impact on service delivery and develop a number of options to mitigate these actions. 9. Able to ensure that staff are deployed as efficiently and effectively as possible, in line with customers' needs, changing priorities, national changes and performance levels. 10. A high level of commitment to excellent customer care and the ability to set an example for other staff. 11. Strong interpersonal skills to develop effective and positive working relationships with colleagues across the service and with partners across Social Care, Health and Education. 12. A high level of personal drive and integrity and understanding of how their personal leadership style impacts on service outcomes. 13. Ability to make decisions and solve problems in a changing and complex service environment to meet operational targets, involving devising solutions and prioritising the resources available. 14. Good written and verbal skills and the ability to present complex information in an appropriate format to a variety of audiences.
<p><i>Experience</i></p> <ol style="list-style-type: none"> 1. Minimum of five year's recent experience within the area of SEN or Disability from either an education, social care or health background 2. Experience of managing teams/services in a dynamic and changing environment and co-ordinating complex activities 	

<ul style="list-style-type: none"> 3. Experience of managing complex budgets 4. Experience of strategic planning and policy development based on data analysis and consultation exercises 5. Experience of working in a multi-agency environment and partnership working with a range of stakeholders. 6. Experience of leading change 7. Experience of planning and organising team work or co-ordinating complex activities 8. Experience of promoting equality and diversity. 9. Experience of working in a political context. 	
<p><i>Role Dimensions</i></p> <ul style="list-style-type: none"> 15. Direct line management responsibility for 3fte (2 EHCP and Short Breaks Managers and 1 Occupational Therapy Manager) 16. Responsible for a budget in the region of four million pounds 17. Responsible for the statutory duties pertaining to EHCP and Occupational Therapy 18. Responsible for delivery of the Local Authority's Short Break Offer 19. Responsible for delivery of the School Access Strategy 	

Date: 16.09.2019