

**Manchester City Council
Role Profile**

**Elective Home Education (EHE) Casework Officer, Grade 6
Community Education Service, Children's and Education Directorate
Reports to: Grade 8 EHE Senior Officer
Job Family: People Care and Support Indirect**

Key Role Descriptors:

The role holder will coordinate and contribute to the provision of a high quality service to support service users and promote their independence ensuring service standards are achieved, maintained and improved.

The role holder will contribute to the positive engagement of service users with support services provided by both statutory and voluntary agencies, ensuring that they are appropriately supported and able to contribute positively to the community.

The role holder will assist with establishing and maintaining partnerships with a range of stakeholders and agencies in line with City Council policies and procedures.

Key Role Accountabilities:

Coordinate and contribute to a responsive and efficient service user assessment service to determine their support needs and provide expert advice on a range of realistic and sustainable options within the context of relevant legislation.

Ensure service users are referred to appropriate support services as necessary to improve outcomes and establish and maintain close joint working arrangements with other agencies and stakeholders.

Work in collaboration with stakeholders and partners to actively help and support the identification and reduction of safeguarding risks to vulnerable residents of the city.

Respond to all queries from a wide range of stakeholders, including both internal and external customers, in an efficient and courteous manner, using initiative and creative skills to respond appropriately to problems that arise.

Work proactively and efficiently to manage workloads in a demand led and front line service and incorporate a flexible approach to problem solving.

Ensure all records, processes and systems are up to date and maintained to assist with data collection and performance management.

Roles at this level may be required to undertake management duties, either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications

Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.

Role Portfolio:

The Safeguarding and Community Education team sits within Schools QA in the Education department. The team carry out crucial work, both strategically and operationally, to promote the safeguarding, wellbeing and educational achievement of children.

The Community Education team works with schools and families to provide advice, training and guidance around Elective Home Education.

This team has strategic responsibility for ensuring that home education is suitable and engagement with home educating communities. Any concerns are escalated appropriately both internally and with multi-agency partners.

The post holder should have an understanding of and knowledge of the statutory duty for EHE as well as an understanding of what providing a suitable education means, including curriculum requirements.

The post holder will have an understanding and knowledge of safeguarding in order to carry out effective assessments and to identify any safeguarding risks including making a referral to children's services.

The post holder is responsible for carrying out home assessment and annual reviews of EHE suitability across both phases. This involves liaising with partners to get appropriate information regarding suitability for EHE as well as any safeguarding issues or other reasons why EHE may not be suitable. Ensure all records, processes and systems are up to date and maintained to assist with data collection and performance management.

The post holder will be responsible for their own case load and will need to use the information provided on the system and from partners to determine case priority.

Th post holder will contribute to the positive engagement of service users with statutory agencies, ensuring that they are appropriately supported to continue with elective home education or to transition to full time education at school or college.

Elective Home Education (EHE) Casework Officer - Key Behaviours, Skills and Technical Requirements

Our Manchester Behaviours

- We are proud and passionate about Manchester
- We take time to listen and understand
- We 'own it' and we're not afraid to try new things
- We work together and trust each other
- We show that we value our differences and treat people fairly

General Skills

Communication skills - Demonstrates an understanding of the views of others and communicates in a realistic and practical manner using appropriate language and medium, listens attentively to views and issues of others and responds to issues arising.

Analytical Skills - Ability to engage with stakeholders to identify information needs and to know how to go about obtaining the relevant information.

Planning and Organising - Demonstrate the ability to organize multiple tasks in the most effective way, and allocate time and energy according to task complexity and priority

Problem Solving and Decision Making - Is able to make effective decisions on a day-to-day basis, taking ownership of decisions, demonstrating sound judgement in escalating issues where necessary. be logical in thinking and explain reasoning behind decisions or actions taken

ICT Skills - Skills to use ICT systems to obtain and analyse data and present it effectively through a variety of ICT channels.

Administrative Skills - Ability to develop and maintain effective systems in a rapidly changing environment. Good level of literacy and numeracy skills to undertake calculations and produce letters and other documentation

Technical Requirements (Role Specific)

- Willing to consent to and apply for an Enhanced DBS (Disclosure and Barring Service) check

