

**Manchester City Council  
Role Profile**

**EHCP Case Coordinator, Grade 6  
Access & Sufficiency Service, Children's and Education Directorate  
Reports to: EHCP Team Manager**

**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:****Role Portfolio:****The Service - Access & Sufficiency**

The service ensures children and young people aged 4 to 16 (2 to 25 for those with SEND) have access to appropriate Education. This includes ensuring there are sufficient school places across the City including alternative provision and specialist provision through effective place planning and management; school organisation including overview of statutory change processes linked to schools; schools admissions processes; Children Missing Education processes including children who are electively home educated; statutory assessment for Education, Health and Care plans and maintenance of plans; home to school travel processes including free travel passes.

The Service is key to ensuring Children's & Education Directorate delivers its commitments to children:

- **Safe**

All children and young people feel safe, their welfare promoted and safeguarded from harm within their homes, schools and communities

- **Happy**

All children and young people grow up happy - having fun, having opportunities to take part in leisure and culture activities, and having a good social, emotional, and mental wellbeing. It also means all children and young people feeling that they have a voice and influence as active Manchester citizens

- **Healthy**

The physical and mental health of all children and young people is maximised, enabling them to lead healthy, active lives, and to have the resilience to overcome emotional and behavioural challenges

- **Successful**

All children and young people have the opportunity to thrive and achieve individual success in a way that is meaningful to them. This may be in their education, or in their emotional or personal lives

**The Team -**

The Council has a duty under the Children and Families Act 2014 for statutory services relating to SEND. The team is responsible for the 20week process for assessing and issuing EHCPs. Ensuring that children and young people with SEND and their families are put at the heart of assessment planning and decisions about their future outcomes and provision. The team identifies and agrees appropriate provision for all children with EHCP's from 0-25years and works directly with schools and providers to determine this.

## **The Role**

Support the development, organisation and implementation of effective and flexible team working, to ensure service objectives are delivered effectively.

Exchange varied information with a range of audiences, including the public, where complex interpretation could be required.

To lead in the EHC assessment process, with responsibility for preparing and presenting information about individual pupils, and participation in decision making, about the provision required to meet the special educational needs and disabilities of pupils whose needs have been assessed.

To be responsible for the production of high quality and person centred Education, Health and Care Plans that are produced and reviewed in accordance with the Section 19 principles of the children and Families Act 2014, within statutory timescales and in accordance with the SEND Regulations 2014 and the SEND Code of Practice: 0-25.

To ensure children, young people and their parents or carers are central to the assessment process and communicate with them regularly.

To promote a person centred approach with all parties involved in the EHCP process and the co-production of an EHCP.

To work in partnership with schools, support staff, parents/carers, health and social care and gather quality information in line with need and ensure the provision and placement is able to meet need and resolve issues relating to placement and provision.

To monitor the progress of children and young people against the outcomes of their EHC Plan.

Attend annual review meetings and offer appropriate challenge regarding progress towards the outcomes of the Education, Health and Care Plan, making amendments where required to the Education Health and Care Plan.

To prepare cases for, represent and make decisions on behalf of the council at mediations relating to, refusal to undertake an Education, Health and Care plans needs assessment , issue an Education, Health and Care Plan , Part I of the Plan or the provision named within plan.

Investigate and respond to FOI's, councillor enquiries, complaints, and incidents.

## **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

### **General Skills**

- **Communication Skills** Good literacy and numeracy skills to undertake calculations and produce letters and other documentation. 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 absorb, understand and quickly assimilate moderately complex information and concepts and compare information from a number of different sources. 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.
- **Creative Skills:** Ability to think creatively and provide innovative solutions to problems. Has ability to develop new approaches to finding solutions outside of existing parameters.
- **Financial Management:** Numeracy and accuracy skills to handle numbers confidently, collate information and keep accurate and reliable records to help with the monitoring and reviewing of financial resources.
- **People Management:** Ability to organise own and others activities with an ability to carry out operational planning for a specific service area.
- **ICT Skills:** Skills to use ICT systems to obtain and analyse data and present it effectively through a variety of ICT channels.

### **Technical Requirements (Role Specific)**

Knowledge and understanding of the legislative framework and key issues relevant to the team's responsibility.

Demonstrable knowledge of statutory duties for specific areas.