Manchester City Council
Role Profile

EHCP Team Manager, Grade 8
Access & Sufficiency Service, Children's and Education Directorate
Reports to: Lead for Statutory Area
Job Family: People Care and Support Indirect

Key Role Descriptors:

The role holder will ensure the provision of appropriate and co-ordinated services to ensure positive outcomes for Manchester residents.

The role holder will work collaboratively with other agencies and stakeholders to establish common goals to achieve joint objectives to plan and deliver services to meet the needs of individuals.

The role holder will lead on the evaluation and development of their service and will have an active involvement in the research and evaluation functions of the team to ensure the best possible outcomes for individuals and their families.

The role holder will support the leadership of the team and service through the provision of advice and supervision to colleagues, contributing to the ongoing development of staff, students and trainees.

Key Role Accountabilities:

Drive the continuing development and effective delivery of the team/function, creating service plans and team priorities and agreeing and monitoring performance objectives to ensure the delivery of social care to vulnerable individuals and their families.

Monitor and review decisions made following social care assessments, ensuring the development of staff and services to improve outcomes for Manchester residents.

Actively lead in the planning, development, implementation and evaluation of changes in working practice and service delivery to ensure the delivery and continuous improvement of high-quality services.

Ensure that services are appropriately and sufficiently funded by developing and setting budget plans and monitoring expenditure against these plans to ensure the efficient use and deployment of physical resources across teams. This may include identifying sources of funding, preparing funding bids and providing regular updates and information to funding providers.

Ensure the maintenance of accurate and appropriate records enabling the service to develop and report achievements against local and national performance targets.

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 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; school 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; and 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 good social, emotional, and mental wellbeing. It also means all children and young people feel 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 - EHCP

The Council has a duty under the Children and Families Act 2014 for statutory services relating to SEND. The team is responsible for the 20-week 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 EHCPs from 0-25 years and works directly with schools and providers to determine this.

The Role

This role will ensure effective delivery of all statutory and Council policy requirements relating to SEND.

Provide effective management to the team, ensuring continuous improvement in service delivery. Effectively co-ordinate resources to support the principals of 'joined up' communication and to ensure efficiencies are achieved. Review, prioritise and forward plan the workload, to ensure the prompt resolution of statutory assessments.

Accountable for the review and implementation of protocol and procedure reviews, including the statutory process, to ensure that customers receive a high quality and effective service.

Awareness of local and national priorities, policies and legislation and provide advice to schools and the Directorate on all legislation and associated regulation in this area.

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

Ensure that sufficient, accurate and up-to-date information is available to allow informed decisions to be made about complex cases, taking action to escalate particular cases where required.

To develop and maintain strong partnerships with schools, support staff, parents/carers, health and social care.

Quality assure EHCPs and ensure the provision and placement is able to meet need.

Resolve issues relating to placement, provision, and costs.

To prepare cases for, represent, and make decisions on behalf of the council at tribunal hearings.

Ensure that responses to Councillor and Ombudsman cases and other requests and communications are timely, accurate and appropriate and of a high standard.

Ensure information and resources on the council website and information cascaded to schools in relation to the statutory duties for EHCP are accurate and up to date.

Effectively manage budgets, ensuring sound financial management and adherence to relevant City Council financial procedures and funding parameters.

MANCHESTER CITY COUNCIL

Key Competencies and Technical Requirements

Behavioural Competencies

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

Generic Skills

Communication Skills: Writes convincingly and clearly, succinctly and correctly, avoids the unnecessary use of jargon or complicated language; writes in a well-structured and logical way and structures information to meet the needs and understanding of the intended audience.

Analytical Skills: Ability to absorb, understand and quickly assimilate complex information and concepts and compare information from a number of different sources.

Planning and Organising: Excellent time management skills, creating own work schedules, prioritising, preparing in advance and setting realistic timescales for own self and others. Has the ability to visualise a sequence of actions needed to achieve a specific goal and how to estimate the resources required. Excellent prioritisation skills, evidenced by targets setting for self and others to meet demanding timescales.

Problem Solving and Decision Making: Ability to formulate independently a range of options for new or unfamiliar situations and to select the appropriate course of action to produce a logical, practical and acceptable solution. An ability to make independent decisions of a relatively uniform nature.

Creative Skills: Ability to find creative solutions where there are no existing parameters or procedural framework.

Strategic Thinking: Contributes to the development, implementation and evaluation of strategy to shape future plans.

Financial Management: Ability to monitor and maintain expenditure, ensuring that financial targets are met, and being accountable for any areas where budget and expenditure exceed their agreed tolerances.

People Management: Ability to lead, manage and motivate staff to high levels of performance in order to achieve change and maximise staff potential and contribution to the achievement of identified aims and objectives. Can also lead and plan the work of the team which deals with more diverse issues.

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 significant understanding of the legislative framework and key issues relevant to SEND.

Knowledge of SEND and the school sector and the challenges that families may face around education.