

MEDWAY COUNCIL - JOB PROFILE

POST TITLE: Area Inclusion Lead (QI001)
DIRECTORATE: Children and Adults
DEPARTMENT: Education and SEND
RESPONSIBLE TO: Head of Inclusion
RANGE: 6 (subject to JE confirmation)

1. MAIN PURPOSE OF JOB

- To lead Hub Area Inclusion Teams to deliver a supportive wrap around service to ensure children, young people and their families are supported to engage effectively in education.
- For the families in the area, to lead on and manage the team to deliver the Local Authority's statutory functions in relation to:
 - SEND
 - Elective Home Education
 - Child Missing Education
 - Section 19 duties
 - Attendance
- To ensure excellent relationships with parents/ carers and their young people, championing the development of a customer centred culture.
- To maintain excellent working relationships with all schools so that early support and advice can be offered when required.
- To manage the Local Authority's statutory functions in relation to SEND, Elective Home Education and Child missing education.
- To ensure the delivery of high-quality analysis, evaluation and use of data, information and intelligence, and to support the Head of Inclusion to compile key statutory documents and report (e.g., DFE returns, monthly analysis, Area SEND Inspection).
- To co-ordinate partnership arrangements with schools
- To ensure processes are efficient and implemented to a high standard of compliance (e.g., in relation to statutory timeframes, facilitating SEND panels, data entry and storage)
- To work with other Hubs teams to ensure a seamless transfer of case information and consistency of practice.
- To lead in an area of SEND expertise, (e.g. Children with a social worker (CWSW); EOTAS provision, Post-16 support, EY and KS2 transitions, Quality Assurance).
- To successfully, diligently and efficiently manage a caseload of complex cases, and to support others to manage their caseloads with a high level of efficiency and care.

ACCOUNTABILITY

- Ensuring high quality service delivery within the allocated Hub(s)
- Ensuring teams are trained and upskilled by cascading training relating to a specialist area.
- Ensuring statutory timeframes are adhered to.

2. PERSON SPECIFICATION

Qualifications

Essential

- Educated to degree level or equivalent
- Evidence of ongoing commitment to personal development

Knowledge

Essential

- Excellent knowledge of legislation and frameworks that apply to SEND, education and children (e.g. KCSIE, SEND CoP, Childrens and Family Act 2014).
- Knowledge of local authority inspection regimes and Area SEND inspection frameworks
- Understanding of principles of excellent data quality, data protection and information sharing, and how to apply them

Experience

Essential

- Extensive successful experience in a SEND environment, with strong understanding of the SEND code of practice and its implementation.
- Extensive successful experience working in the Education or SEND arena
- Experience of coordinating multi agency teams
- Experience of working with a range of specialists and sharing specialist recommendations with families and educators in an accessible format.
- Experience of raising standards through a programme of informative and impactful staff training and development.
- Ability to use ICT programmes effectively to capture data and monitor performance (e.g. PowerBI; Excel, Synergy, Mosaic).
- Experience of successful and diligent management of a caseload from assessment stage through to case management stages and experience of supporting others to manage their caseloads with a high level of efficiency and care.

Skills (Mental skills/Communication skills/Physical skills)

Essential

- Ability to model high levels of professionalism, and promote a culture of professional standards and accountability amongst the Inclusion Team.
- Ability to maintain productive relationships with a wide range stakeholders and influence decision making at a strategic level
- Ability to analyse and interpret varied and complex information, and use this information to develop strategies, anticipate challenges and identify solutions.
- Ability to use well developed communication skills to present complex/sensitive information in an understandable way, to a range of audiences.
- Demonstrable ability to supervise, co-ordinate or train other employees where required and/or demonstrable experience of providing information and advice on internal procedures related to employees.
- Demonstrable ability to lead on the operational development of the service, using a range of information on future trends to set measurable performance objectives and inform the strategic thinking to meet future needs and not just existing practices.
- Ability and willingness to travel in order to meet requirements of the role.

Personal qualities (Mental demands)

- Personal resilience, energy and enthusiasm.
- Strong organisational skills and ability to meet deadlines.
- A can-do, solution focused approach to working.
- Strong interpersonal and communication skills
- Commitment to equality and diversity, identifying service strategies to deliver equitable and fair services for users and employees, challenging discriminatory practices and actively managing and promoting diversity.
- Ability to build and maintain supportive and empathetic relationships, securing people's support and commitment to a course of action or different way of thinking by presenting ideas convincingly and persuasively, and to lead major negotiations
- A commitment to, and ability to provide, a culture of continuous improvement and proven track record in the successful development and implementation of fundamental improvement/change programmes, ensuring business plans are focused and meet service requirements.

3. ORGANISATION

(i) ORGANISATION CHART

Attach a copy of the Service organisation chart - attached

(ii) DESCRIBE HOW AND BY WHOM THE POST IS MANAGED

The Area Inclusion Lead Officer will report directly to, and be line managed by, the Head of Inclusion.

(iii) DESCRIBE THE LEVEL OF INITIATIVE AND/OR INDEPENDENCE EXPECTED OF THE POST HOLDER

The postholder will be expected to work to a high level, independently and as part of the service teams for Inclusion. The postholder will require the ability to demonstrate a high level of initiative, self-motivation, proactivity, alongside the ability to work in a demanding environment.

The postholder will demonstrate and promote a highly organised way of working, ensuring that work progresses and that projects are seen through to completion a timely way. Individuals will be motivated to identify creative and innovative ways to develop practice and overcome barriers.

(iv) DESCRIBE ANY SUPERVISORY/MANAGEMENT RESPONSIBILITIES

The post holder will line manage:

- Deputy Area Inclusion Lead
- Business Support Assistants
- CME/EHE Lead Officers
- Attendance Leads
- Transition Officers

(v) JOB CONTEXT - DESCRIBE THE MAIN CONTACTS, BOTH INTERNAL AND EXTERNAL AND THE PURPOSE OF THOSE CONTACTS

The key contacts for this postholder may include (but are not limited to): corporate directorate teams, including senior leadership, democratic services, finance, HR; elected councillors and MPs, including lead portfolio holders in Children's Services/Education; colleagues and senior managers across the People directorate (including Commissioning); senior leaders and other relevant representative of schools, academies and Pupil Referral Units (including Governing Bodies or equivalent); key contacts within the Department for Education and other central government departments; wider stakeholders and partners, including Integrated Care Boards (ICBs); third party providers of services (including contracted services)/education provision; and (where necessary and appropriate) members of the public/service users.

The postholder would be required to develop these relationships and

contacts for a number of purposes, including customer relations, and joint working across agencies.

4. PHYSICAL DEMANDS

It is anticipated that the majority of meetings that the post holder for this role will be required to participate in will continue to be held virtually. This will mean the post holder will spend significant amounts of time on their laptop to join these meetings/calls. However, some meetings will be held in person (in the office(s) location or external venue).

Similarly, a large amount of communication may be done via email or other electronic written communication, therefore it is recognised that this may come with an impact in terms of manual dexterity.

5. EMOTIONAL DEMANDS

This postholder will be working in a fast-paced environment with a number of competing demands. The postholder will need to be agile and work to multiple priorities. This role demands a level of decision making, particularly to resolve issues and conflicts that would otherwise impede the progression of key activities and priorities.

The postholder will likely receive direct communication from members of the public, particularly if dissatisfied or upset with services and/or seeking action from the LA in respect of the relevant services

6. RESPONSIBILITY FOR PEOPLE (not staff supervision)

The job involves some direct impact on the well-being of individual, or groups of, people, through undertaking tasks or duties which are to their direct benefit, or impact directly on their health and safety.

7. RESPONSIBILITY FOR FINANCIAL RESOURCES

The post holder will have some direct responsibility for financial resources. The work regularly involves either:

- (a) handling of cash, or processing of cheques, invoices or equivalent or:
- (b) accounting for considerable sums of money, where care and accuracy are important: or:
- (c) being accountable for small expenditures from an agreed budget or equivalent income.

8. RESPONSIBILITY FOR PHYSICAL RESOURCES

(stock/systems/confidential information)

The postholder will be required to follow all GDPR and Information Governance policies in the handling of any data and information, including hard-copy files. Allocated hardware (laptop, etc) must also be well-maintained (with IT support available for any issues).

The postholder will be expected to have access to child-level data within case files and case management systems.

9. WORKING CONDITIONS

The main location of work will be in Family Hub located in Medway. The postholder will be required to also work at the central Council offices at Medway Council, Gun Wharf. The post involves frequent visits to a wide range of community settings, including schools and education provision settings will be required as part of these roles. From time to time, the post holders may be expected to attend internal and external networking events (e.g. team meetings and events, headteacher conferences), held at external venues. It is anticipated that the majority of meetings, particularly with external partners, would likely continue to be held virtually. The postholder may be required to undertake home visits.