



Role Profile

Job Title: Designated Social Care Officer – Operational Lead	Role Profile Number: PCDH129
Grade: R	Date Prepared: March 2022
Directorate/Group: Children, Families and Community Health	Reporting to:
Structure Chart attached:	

Job Purpose

- To contribute and assist in developing social care elements of the SEND strategy across the local authority, in compliance with legislative requirements of the SEND Code of Practice.
- To work collaboratively with a wide range of internal and external stakeholders across education, health and social care to implement strategies and plans, driving forward organisational change that leads to improved outcomes for children and young people with SEND aged 0-25.
- Working with the Designated Social Care officer – Strategic Lead, to act as a regional and national interface representing social care at key regional and national events and be a source of expert professional advice on the SEND legislation, policies and procedures relating to social care within the local authority.
- To provide practice and professional leadership, support and supervision for social workers, social care and early help professionals; upholding standards of practice and supporting compliance with the legislation and spirit of the SEND Code of Practice; actively driving practice improvement with a focus on providing better outcomes for children, young people and their families.
- To hold overall responsibility for driving forward the performance and delivery of social care contributions and engagement with the EHC needs assessment and review process, with a particular focus on supporting the coordination of social care advice.

Key Accountabilities

This is a leadership role, working alongside and reporting to the Designated Social Care Officer - Strategic Lead and holding accountability for the following:

- Contributing to and assisting in the development of social care elements of the 0-25 SEND strategy across the local authority, in compliance with legislative requirements of the SEND Code of Practice.

- Implementation of strategies, action plans and processes that support and inform SEND legislation, policies and procedures to become embedded within social care operations and practice.
- Working collaboratively with internal and external stakeholders to ensure social care meet statutory responsibilities under the Children & Families Act (2014) and Care Act (2014), and to drive forward organisational culture change aligned to SEND legislation, policies and procedures.
- Developing opportunities for co-production and integrated working between education, health and social care.
- Constructively challenging practice, systems, processes and protocols to enhance compliance with SEND legislation, policies and procedures as part of this collaboration.
- Providing specific operational professional advice and guidance to team managers, Heads of Service, Directors, and commissioning colleagues on a broad range of issues relevant to SEND.
- Development and oversight of the local authority's self-evaluation process and related action plans to ensure readiness for SEND Ofsted Inspections.
- Involvement in and initiation of varied multi-stakeholder projects and work streams. Themes include: participation and engagement, person-centred approaches, joint working initiatives, outcomes frameworks, operational function design, IT systems connectivity, EHC processes, quality assurance, joint commissioning, Early Years, Preparing for Adulthood, the Local Offer.
- Establishing and leading a network of social care SEND 'champions' and facilitating and overseeing the implementation of the SEND agenda within social care through this network, gathering insight and intelligence from them and other groups (such as the parent carer forum) to inform future planning.
- Contributing to and participate in development of best practice in social work in conjunction with the Principal Social Worker (Children and Adults).
- Contributing to social care workforce development by formulating a programme of blended learning/training relating to SEND agenda across varied audience profile and functions.
- Overall responsibility for ensuring high quality social care contributions and engagement with the EHC needs assessment and review process with a particular focus on supporting coordination of social care advice.
- Oversight of performance information and the quality assurance of practice; embedding and implementing the social care advice quality assurance framework and contributing to SEND multi-agency quality assurance processes.
- Ensuring representation at SEND Panel is providing effective care planning and safeguarding for children and young people with additional needs, and those with SEND.
- Oversight and operational management of the SEND Tribunal processes.
- Complex case management across Children's Services, offering advice and guidance to ensure collaboration of plans between Education, Health and Care.
- Participating in the planning, prioritising and allocation of work within the Designated Social Care Officer's team. Operational management and supervision of SEND social workers, social care and early help professionals within the team.
- Providing professional support to social workers and other team members, including development of skills, knowledge and experience and addressing performance issues.
- Providing one to one (and group) supervision to support decision making and ensuring that the practice of staff is in line with the current legal framework.
- Developing best practice and innovative ways of working with parents/carers, children and young people

with additional needs and disability; role-modelling joint working and maintaining meaningful dialogue, facilitating effective co-production that leads to improved outcomes for children, young people and their families.

- Developing social care aspects of the SEND Local Offer that provide relevant advice and information and meet all legislative requirements.
- Contributing to effective needs-led commissioning including the commissioning of short breaks.
- Contributing to local knowledge (within the team and the service) about universally available services, including what is available within the voluntary and community sector, as well as commissioned and contracted services and to signpost/advocate for individuals accordingly.

Supplementary Accountabilities

- Participating in training, information briefings and events as and when required as part of continuous professional development.
- Promoting equality and diversity best practice in all areas of work.
- Participating in working alone and report to line manager as necessary.
- Attending evening/weekend meetings outside normal working hours as necessary.
- Traveling across the borough for appointments.

Knowledge & Experience

Candidates must have knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Experience of working in social care sector with proven ability to successfully manage complex cases across Children's Services to ensure collaboration of plans between education, health and care.
- An understanding of the needs of service users within a highly diverse community. Relevant experience of working with children and young people with SEND and their families.
- Evidence of in-depth knowledge, understanding and practice in relation to the implementation of SEND legislation, particularly within social care.
- Relevant experience of leading, mentoring, and supervising the work of others individually and as part of a team.
- Experience of successfully managing change. Thinking creatively and challenging the norms – contributing to the development and implementation of practice, policy and protocols.
- Proven ability to understand, analyse and present complex information effectively.
- Experience of working effectively in partnership with a wide range of stakeholders including children and young people, parents and carers, and those within social care, education and health (including the voluntary sector).
- Proven ability to work effectively with challenging groups and complex situations, understanding and responding to differing perspectives confidently, problem solving, and negotiating effectively to achieve the best outcomes for children and families whilst balancing social care and the local authority's interests.
- Excellent oral, interpersonal and written communication skills, communicating clearly and persuasively both orally and in writing to a varied audience profile, including writing reports, guidance and templates, keeping accurate records, delivering presentations or training, and chairing meetings.

- Excellent planning and proven organisational skills, including the ability to work under pressure, prioritise your workload and meet deadlines.
- Takes responsibility for own professional development and commitment to evidenced based practice, including ability to reflect on own strengths and practice / knowledge gaps.

Qualifications

- Degree in relevant profession or significant experience in relevant area of expertise.
- Evidence of or commitment to Leadership or Manager training / qualifications.

Decision Making

- Decisions lead to the setting of working standards and important procedures for the service area which have an impact across the organisation.
- Negotiation showing tact and diplomacy to deal with conflicting requirements or opinions and the ability to make decisions on the most appropriate action to reach an acceptable conclusion.
- Use initiative to manage responses to complex business / technical issues within the service.
- Make business decisions based on up to date specialist knowledge and analysis.
- Contribute to developing council strategy within the service area.
- Conduct statutory and / or complex / specialist assessments of individuals' circumstances and issues to determine intervention / referral to the appropriate service.
- Work closely with others to clarify changing service requirements. Identify, recommend and support the development and delivery of improvements in processes and procedures.
- Provide financial advice to support service provision and/or individual individuals.
- Leads on complicated multi-agency working to inform assessment and care planning in order to make a positive difference to children and families in complex situations.

Creativity and Innovation

- Apply professional knowledge and experience to interpret and recommend policy, resolve complex issues, proactively anticipate problems and deliver solutions which enhance the quality and efficiency of services.
- Responsible for meeting performance standards within a policy framework and regulatory guidelines. Considerable scope to exercise initiative in taking action - within the boundary of well-defined policies.
- Contribute to long term strategies.
- Provide professional advice, assessments or referrals, ensuring interventions are timely and cost effective.
- Manage a complex and varied caseload within a framework of policy and procedures – subject to managerial control and review of results.
- Plan / co-ordinate / deliver training activities which support knowledge sharing both internally and externally, where appropriate.
- Research information to support and develop services for the individual group.
- Prepare standard reports and contribute to reports for court / tribunals as required, representing the service at court / tribunal attendance as required.

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <ul style="list-style-type: none"> Operational management of the Designated Social Care Officer – Strategic Lead’s team which currently includes 2 SEND Social Workers <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> Provide direct operational supervision to 2 SEND Social Workers Wider supervision and complex case management across the Social Care and Early Help Services 	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p>	<p>No</p>
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Contacts and Relationships

This role will involve:

- Working closely with, and reporting to the Designated Social Care Officer – Strategic Lead
- Working as part of a team with SEND Social Workers
- Liaising with other services within Swindon Borough Council such as the SEND Service, Children’s Early Help and Social Care Services, Adult Social Care Services.
- Working in a collaborative manner with external customers, specifically educational settings, health partners within the local CCG, parent/carer forum, commissioned and contracted services, independent services provided within the voluntary and community sector.
- Ability to recognise and respect the contributions that others, including parents, can make to the development and well being of young children.

Other Key Features of the role

- Politically restricted.
- Requires use of IT, for example, word processing, report writing, e-mail.
- Requires access to mobile phone and computer/laptop (provided for work use)
- Involves lone working and travel.
- Enhanced DBS check will be essential.

<p>Employee Signature:</p>	<p>Print Name:</p>
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Date:	
Line Managers Signature:	Print Name::
Date:	