

ROLE PROFILE: SERVICE MANAGER (DELIVERER & PROVIDER) HC12
JOB TITLE: Service Manager Additional Needs
ROLE PURPOSE:

The purpose of the role is to manage a number of operational service areas to meet the identified needs of the council and its customers.

- **ACCOUNTABILITIES SPECIFIC TO THIS ROLE**

- To work strategically to ensure co-production with representative groups of children, young people and parent/carers as well as listening to the voices of individual service users.
- To provide professional and strategic leadership within the Additional Needs Service including the development of the Special Educational Needs (SEN) Team and delivery of the DfE SEND & Alternative Provision Change Programme
- To provide a professional point of contact from the Additional Needs service to the Children with Disabilities (CWD) Social Care Team including advising on the entitlement to short breaks allowance for reasons relating to special educational needs and disability
- To act as Deputy Head of Service for the Additional Needs Service supporting and deputising for the Head of Service as required.
- To directly manage and develop the advisory teaching service for social, emotional and mental health and lead the interactions and planning with PRU provisions / SEMH Interventions
- To directly line manage the SEND and Alternative Provision Change Programme Manager to ensure that the DfE programme is delivered and associated funding is spent in line with the conditions of grant.
- To work in conjunction with all agencies and services including educational settings to promote inclusion in society to the maximum possible degree.
- To contribute to the strategic deployment of Council budgets and DSG funding and to act as Budget Manager for relevant budgets.
- To have oversight of the work of the SEN Team and line manage the SEN Team Manager to ensure that systems, procedures and processes associated with statutory assessment processes (including Child and family/EHC assessments) operate with a high level of efficiency and equality of access for clients.
- To support the implementation of relevant plans including the County Plan, Children and Young People's Plan, Children and Families Directorate /Multi-agency policies and plans including service/team plans. Focus will be given to contributing to and leading elements of the SEND Strategy.
- To monitor outcomes for children and young adults and to link with relevant managers within the SEND system to develop quality assurance, including self-audit and qualitative evidence, to ensure improving processes and outcomes including the Preparing for Adulthood (PfA) Outcomes.
- To work collaboratively with the Designated Social Care Officer, the Designated Medical/Clinical Officer and other relevant officers to develop successful systems for the interchange of information with health and social care services.
- To act as the point of liaison for the Additional Needs Service in reference to FOIs, complaints and LGO investigations for relevant teams and with the legal team, as well as, where appropriate, acting as the Authority's representative at SENDIST (First and Upper Tier Tribunal hearings).
- To initiate and chair multi-agency casework meetings including multi-agency decision panels and, where required, following escalation/professional disagreement protocols to resolve issues.
- To collaborate with the SEN Team, Commissioning Team and Specialist Provisions, confirming arrangements are in place to ensure the appropriate number of special school places are commissioned.
- To chair/participate/initiate service, directorate and multi-agency working/project/developmental groups.
- To co-ordinate the development of information for relevant parts of strategic needs assessments, statutory returns, self-evaluation and service inspection in liaison with the performance/intelligence teams.
- To develop training and communication across the SEND community and be responsible for relevant information in a variety of media including on relevant website pages and social media in relation to the Additional Needs Service.

<p>ACCOUNTABILITIES</p> <ol style="list-style-type: none"> Working autonomously, under direction as and when required, to lead service areas to deliver operating plans and contractual arrangements, focusing on the needs of the defined localities within Herefordshire. Designing the annual plan to deliver plan, manage and monitor the use of available financial, physical and human resources, making efficiency savings as required. By collaborating across service providers, to co-ordinate and integrate council resources to deliver both routine operations and to manage complex business issues and risks to meet agreed service standards. Deliver customer requirements based on analysis to deliver service specifications for locality-based customer focused outcomes. Act as a specialist technical reference for the service and its customers, maintaining and applying an up-to-date knowledge of expertise area. Implementing better ways of working and make recommendations for wider improvements to policies, systems, practices and procedures. Participate effectively and contribute to corporate programmes to help deliver change management and service improvements. Manage others, setting clear goals, and deliver a coherent approach to staff development and training within the service area to continuously improve performance. Establish and maintain good working relationships with internal colleagues, and represent the Partnership on appropriate forums where required. Understand and meet all required legislation and governance to deliver the required standards. To lead and be accountable for a significant service area. 	<p>SKILLS, KNOWLEDGE & EXPERIENCE</p> <ul style="list-style-type: none"> Experience of managing staff, budgets and service areas successfully in pursuit of challenging performance expectations. Qualified in area of professional specialism at, for example, Chartered status or equivalent.. Track record of enabling effective service delivery in a public service environment. Experience of service and quality improvement methods and their implementation. Ability to identify trends and develop new concepts. Experience of developing and managing networks in a partnership environment, including working knowledge of partnering/ contract management. Evidence of changing the motivation and behaviour of people at a senior level both internally and externally. Ability to analyse performance information and take appropriate action. Significant professional experience with an excellent professional, technical and developmental record in a relevant technical area that is public service focused, including relevant specialist knowledge over a range of procedures underpinned by theory, acquired through qualification to Qualifications & Curriculum Framework Level 5 for specialist knowledge and managerial knowledge or equivalent experience for both. <table border="1" data-bbox="1478 829 2798 1270"> <tr> <td data-bbox="1478 829 2142 1060"> <p>Employees and culture</p> <ul style="list-style-type: none"> Employee engagement Co-operation Concept formation Change management </td> <td data-bbox="2142 829 2798 1060"> <p>Relationships</p> <ul style="list-style-type: none"> Influence Level of understanding by others of information provided Peer and partnership feedback </td> </tr> <tr> <td colspan="2" data-bbox="1478 1060 2798 1102" style="text-align: center;"> <p>PERFORMANCE MEASURES</p> </td> </tr> <tr> <td data-bbox="1478 1102 2142 1270"> <p>Customer Service</p> <ul style="list-style-type: none"> Quality and timeliness of advice/ service provided Customer satisfaction/ service quality </td> <td data-bbox="2142 1102 2798 1270"> <p>Value for Money</p> <ul style="list-style-type: none"> Cost reduction Service improvement </td> </tr> </table>	<p>Employees and culture</p> <ul style="list-style-type: none"> Employee engagement Co-operation Concept formation Change management 	<p>Relationships</p> <ul style="list-style-type: none"> Influence Level of understanding by others of information provided Peer and partnership feedback 	<p>PERFORMANCE MEASURES</p>		<p>Customer Service</p> <ul style="list-style-type: none"> Quality and timeliness of advice/ service provided Customer satisfaction/ service quality 	<p>Value for Money</p> <ul style="list-style-type: none"> Cost reduction Service improvement
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<p>LEADERSHIP BEHAVIOURS</p> <p>Council values: I aim to put PEOPLE at the heart of everything we do</p> <p>People – treating people fairly, with compassion, respect and dignity</p> <p>Excellence – striving for excellence and the appropriate quality of service, care and life in Herefordshire</p> <p>Openness – being open, transparent and accountable</p> <p>Partnership – working in partnership, and with all our diverse communities</p> <p>Listening – actively listening to, understanding and taking into account people’s views and needs</p> <p>Environment – protecting and promoting our outstanding natural environment and heritage for the benefit of all.</p>							
<p style="text-align: center;">STATUTORY DUTIES (service specific <u>must</u> be completed before the Role Profile is valid)</p> <ul style="list-style-type: none"> Children and Family Act (2014) and associated regulations as explained in SEN Code of Practice 2015 including: <ul style="list-style-type: none"> Code of Practice 5.55 To fulfil their role in identifying and planning for the needs of children with SEN, local authorities should ensure that there is sufficient expertise and experience amongst local early years providers to support children with SEN. Local authorities often make use of Area SENCOs to provide advice and guidance to early years providers on the development of inclusive early learning environments. Children and Families Act Section 22 of the Act places a duty on local authorities to identify all the disabled children and young people in their area and all the children and young people their area who have or may have special educational needs. This is a pro-active duty; it will mean that local authorities will need to put in place systems for gathering this information from educational institutions and other services. Code of Practice - 5.59 Local authorities must ensure that all providers delivering funded early education places meet the needs of children with SEN and disabled children. In order to do this local authorities should make 							

sure funding arrangements for early education reflect the need to provide suitable support for these children.

- Code of Practice 5.15 Where a health body is of the opinion that a young child under compulsory school age has, or probably has, SEN, they **must** inform the child's parents and bring the child to the attention of the appropriate local authority
- Chronically Sick and Disabled Act (1970)
 - children and young people in receipt of support services under S.2 Chronically Sick and Disabled Persons Act 1970 (CSDA)
- Children Act (1989,2004)
 - children in receipt of support services under S.17 Children Act 1989 (CA) including children subject to child protection plans
 - children looked after by the Local Authority under S.20 or S.31 of the Children Act 1989
- Statutory requirements of the Equality Act (2010) in relation to Disability and Children
- Statutory provisions of Education Act 1996/2006 relating to SEND
- Care Act (2014)
- Mental Capacity Act 2006 and Deprivation of Liberty/Liberty safeguard protections