**Job and Person Profile (JPP)**

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| **Job details** |
| **Job title** | Bespoke Package & Personal Budget Coordinator |
| **Job Reference** | 17523 |
| **Grade and Salary** | 5 – £33,366 - £39,513 per annum (pro rata if part time)This role includes performance related pay progression |
| **Service and Team** | Children & Young People, Inclusion, SEND Services |
| **Location** | *Endeavour House, Ipswich, Suffolk, IP1 2BX* |
| **Hours per week** | 37 |
| **Status** | **Permanent**  |
| This role may offer the following flexible working options | * *Working compressed hours (eg a nine-day fortnight)*
* *Use of flexitime / time off in lieu*
* *Hybrid working options, including some home working*
* *Working from different Council buildings*
* *Working adjusted core hours (eg starting later and finishing later or other patterns)*
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| **About us** |

As a modern and effective council, we understand the importance of being flexible and well-connected in the ways we work. We focus our ambitions on doing what’s right for people, our partners and our communities - both now and for the future.

That’s why, as one of the largest employers in Suffolk, we believe in empowering everyone. Through career variety and collaborative working, accessible career paths and professional development.

The support and care we offer encourages and enables you to be the best you can be. To make a meaningful impact on the world around you. To achieve a unique sense of pride in what you do, why you do it and where. **Reimagine the possibilities.**

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| **Organisational Context** |

The responsibility of the Children and Young People’s Directorate (CYP) is to ensure the safety, well-being and learning of children and young people. To do so we need to “make every intervention count” to create impact and bring about sustainable change for children, young people and their families where need is identified. We are determined to continuously improve our services by working in partnership to ensure that our work is high quality and effective.

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| **Main purpose of the job** |

To coordinate the effective delivery of processes and systems that relate to the requests for Bespoke Packages and Personal Budgets. Provide expert advice and guidance to the wider service and key partners across the SEND Local Area Partnership. You will ensure policies and guidance are adhered to and undertake robust monitoring. You will also contribute to the wider service developments.

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| **Typical responsibilities of a role at this level** |

**Communicating and engaging with children, young people and their families, with colleagues and with communities.**

* Provide information, advice, guidance and challenge that will enable partners and colleagues to effectively support service users and achieve successful outcomes for children, young people and families.
* Provide advice and support to children, young people and families, working within any relevant policy or legislative requirements.
* Connect relevant partners to achieve collective and supportive outcomes for service users.

**Effective Practice, Assessment, Planning and Review**

* Support colleagues and partners to meet all statutory requirements and regulations.
* Support providers to ensure they are aware of and adhere to appropriate legislation and policy.
* Promote and positively encourage best practice and effective ways of working, facilitating further development or change where this is needed.
* Effective use of quality assessment tools and a range of evaluation methods to monitor and feedback on performance.

**Reporting and Accurate Recording**

* Prepare reports as required within scope of role.
* Where required review and evaluate reports, providing recommendations for improvement in your area of service where needed.

**Multi-Agency and Partnership Working**

* Actively liaise and work with a range of colleagues including those from partner organisations to achieve successful outcomes for all children and young people within area of work.
* Promote, identify and share/model effective practice with relevant partners within scope of role.
* Promote early intervention and prevention to professionals in a range of universal and specialist services.
* Work with colleagues to encourage effective collaborative working, actively seeking feedback to ensure effective impact.
* Offer professional advice, guidance and expertise within the scope of the role to partners and other agencies.

**Managing Risk and Safeguarding**

* The post-holder must show a commitment to safeguarding and promoting the welfare of children and young people.
* To undertake other tasks allocated by manager or senior colleagues, in keeping with the responsibilities of the grade:
	+ Work in accordance with the Council’s statutory responsibilities, policies and service procedures and comply with equality and diversity policies, procedures and legislation.
	+ Maintaining customer confidentiality in accordance with the Data Protection Act and SCC guidance, including responding to any known data breaches.
	+ Having regard to best value principles and monitoring within your area of responsibility.
	+ Participating and co-ordinating, training and development opportunities, in order to improve knowledge, skills and effectiveness of self and colleagues.

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| **Autonomy** |

The adviser will:

* Have access to a line manager for decisions that fall outside their delegated responsibilities.
* Be required to organise their own workload.
* Respond to unanticipated problems as appropriate to your role.
* Escalate issues to line manager that are more complex or have wider implications.
* Offer advice and guidance to colleagues and partners about specific area of expertise.

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| **About the team**  |

The Special Educational Needs and Disabilities (SEND) Services team works closely with families, schools, and other professionals to assess children's needs and develop Education, Health and Care Plans (EHCPs). The service manages a wide variety of work, such as, reviews of EHCPs, arranging commissioned provision, consultations for mainstream and specialist placements.

The service now operates within several focused teams with strong cross team working and a commitment to ensuring all contribute to service wide priorities.

The SEND Services Assessment Team provide support to children, young people and their parent and carers within the Education Health and Care assessment (EHCNA) phase of the SEND process. The team strive to create high quality EHCPs that accurately describe identified needs, detail the specific provision required, and truly capture the child, young person and parent and carer views.

The Locality Review Teams (North, South and West) focus on children and young people with EHCPs. They manage the review process and ensure EHCPs are amended to a high standard. Work to support transitions, such as the transition from primary phase of education to secondary education, identifying suitable placements and provision.

The Review Hub is a centralised team, supporting the efficient management and processing of reviews. They support the work of the Locality Review teams, completing tasks such as arranging reviews for children and young people out of education.

The Resolution and Tribunal Team oversee all work relating to appeals, mediations and tribunals. They aim to seek resolutions as soon as possible, working closely with parents, carers and other professionals involved. They inform ongoing service developments, checking that lesson learnt through their work are shared and appropriately acted upon.

We work alongside; Special Education Services, SEND Funding and Provider Services and Educational Psychology and Therapeutic Services, Social Care and Health and we are all dedicated to helping children and young people achieve their individual outcomes.

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| **What you will be expected to deliver in the role** |

**Day to day tasks may include:**

* Monitoring of Bespoke Packages and Personal Budget requests to SEND Decision making panels
* Ensuring process and systems in relation to the allocation and maintenance of Personal Budgets are adhered to and in line with guidance and policy.
* Undertake audit process to ensure robust financial monitoring
* Contribute to SEND Decision Making Panels providing updates and requests as appropriate to ensure decisions are reached within the terms of reference of panel.
* Coordinate actions required following SEND Decision making panels as appropriate.
* Promote the Ideal Worker and demonstrate these values in all interactions – holding the child and young person at the heart of decisions and the processes that surround this.
* Provide line management as required for team members providing supervision and performance development reviews.
* Work collaboratively with partner services to further develop service improvements in relation to Bespoke Packages and Person Budgets.
* Ensure communication is accurate and timely to partner services, and parents and carers.
* Analysis data to review spend, activity and understand development needs for bespoke packages.
* Contributing to the wider work of the SEND Panel resource team, supporting with operational needs as they arise.

Although this list provides examples of what you will be doing it’s not intended to be exhaustive, and you will have personal objectives linked to our People Plans and Strategies that will be discussed and agreed with your line manager when you start.

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| **Person Profile – what you will bring to the team** |

**Qualifications and professional memberships**

1. Suitable professional qualification at graduate level or equivalent experience in a relevant area of work.

**Values and personal qualities**

1. Demonstrates a passion for making a positive difference for Suffolk.
2. Shares our [WE ASPIRE](https://www.suffolk.gov.uk/jobs-and-careers/working-for-suffolk-county-council/our-weaspire-values/) Values and strives to lead by example in relation to these.
3. A strong commitment to fairness and Equality, Diversity and Inclusion (EDI).
4. Strives to continuously improve in everything they do, taking the initiative to learn and develop.
5. Brings creativity into their work through innovation and openness to change.
6. Collaborates well with others and offers assistance and support to colleagues.
7. Commitment to understanding what is important to children and families.
8. Demonstrates self-awareness and strives for improvement.

**Specialist knowledge skills and experience**

1. Evidence of successfully working as part of a team.
2. Ability to be creative, flexible and innovative.
3. In depth knowledge and understanding of legislation, policy and best practice which relates to area of operation and broad understanding of wider service area.
4. Confident and effective practitioner in relevant field.
5. Thorough knowledge of safeguarding processes and procedures.
6. Good knowledge of universal services.
7. Knowledge of quality improvement tools.
8. Effective ICT skills.
9. Well-developed and effective communication skills, (written and verbal) with proven ability to tailor communication style to audience and confidently deal with sensitive and challenging issues.
10. Ability to engage, challenge, confront persuade and influence as required.
11. Good interpersonal skills, able to demonstrate effective partnership working.
12. Focused on improving quality standards and outcomes for all children and young people.
13. Enable and support others to work together effectively.
14. Able to operate effectively both within a team and as an independent adviser.
15. Relevant experience in specialist area of work.
16. Ability to learn new IT applications as appropriate to role. (Desirable)
17. Experience working with colleagues from a range of services. (Desirable)

**Additional requirements**

1. A DBS check will be undertaken for the successful candidate.
2. Willingness to work flexibly. This could include weekends and evenings and countywide deployment according to need.

If you think you have what it takes to be successful in this role, even if you don’t meet all the criteria, please apply. We’d appreciate the opportunity to consider your application.

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| **Travel requirements** |

On occasions, there may be a requirement for you to travel using reasonable and suitable means available to you.

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| **Our values – WE ASPIRE** |



At Suffolk County Council our WE ASPIRE values set out the behaviours we expect from everyone in the organisation regardless of who they are, what their role or grade is or where they work.

The values have been developed through feedback and input from employees at the council and underpin how we go about our everyday work. They define us and help us to be the best we can be.

Visit our [**careers pages**](https://eoce.fa.em3.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX_3001/pages/11002) for more information on our WE ASPIRE values.

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| **Our Customer Commitment** |



In addition to our WE ASPIRE values, we also have a **Customer Commitment** which sets out a number of strong principles that help support high standards of customer service and care that we can all endeavour to consistently demonstrate.

For more information, view our [**Customer Commitment poster.**](https://sccrecruit.blob.core.windows.net/assets/SCC/Other-Docs/17.06.2020_%20CUSTOMER_COMMITMENT_POSTER.pdf)

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| **More information for recruitment applicants** |

We offer a fantastic working environment including diverse and active staff networks,

great flexible working options and many benefits, as well as the opportunity to improve the lives of Suffolk residents.

Visit the [**Suffolk County Council career website**](https://eoce.fa.em3.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX_3001/pages/11002) to learn more, including information about adjustments to recruitment processes, our interview schemes and other commitments to equality, diversity and inclusion.