Caseworker

Job Description

Directorate:	Education & Children's Services		
Service:	Inclusion		
Location:	Lancashire		
Salary range:	£29,071 - £33,119	Grade:	6
Reports to:	Team Manager	Staff responsible for:	0

Purpose & Scope

As a SEND Caseworker within Lancashire County Council's Inclusion Service, you will play a key role in supporting children and young people with special educational needs and disabilities (SEND) to achieve positive outcomes. Operating as a joint resource across the service, your work will be coordinated by a Senior Caseworker and line managed by a Team Manager. You will collaborate with families, education providers, and multi-agency partners to ensure the voices of children and young people are central to all processes. The role involves delivering specialised administrative and casework support across statutory and non-statutory SEND processes, including Education, Health and Care (EHC) needs assessments, plans, reviews and support processes that underpin the statutory function of the service. You will ensure that records are meticulously maintained to facilitate efficient service delivery. Demonstrating a strong commitment to customer service and inclusion, you will contribute to developing practices that foster resilience, achievement, and wellbeing among children and young people in Lancashire.

Performance Indicators

- Quality of advice/service against legal, safety and best practice standards
- Achievement of relevant service targets
- Adherence to internal/external quality standards (if applicable)
- Adherence to policies and procedures
- Accuracy and timeliness of information recording and processing
- Customer and stakeholder feedback

Accountabilities/Responsibilities

The accountabilities outlined are intended to provide a clear overview of the scope and level of work expected within the role, however this is not an exhaustive list and flexibility is appreciated. We expect that all our teams will undertake other reasonable duties in support of service delivery, including tasks aligned to lower graded roles when required, to contribute to team effectiveness and organisational priorities

- Ensure children and young people with SEND, and their families, are central to all practice and decision-making, embedding a person-centred approach across all aspects of casework and service delivery.
- Work collaboratively with children, young people, families, education providers, and multi-agency partners to promote inclusive practices and achieve the best possible outcomes for those with SEND.
- Support the council in fulfilling its statutory duties under the Children and Families Act 2014 and associated legislation, ensuring compliance with legal requirements and timescales.

- Provide general and specialist technical advice and support to children, young people, families, and professionals regarding SEND processes, including EHC needs assessments and reviews.
- Contribute to service improvement activities aligned with the Inclusion Service and SEND Improvement Plan, supporting targeted initiatives and local area priorities.
- Offer technical guidance and support to other professional groups, helping to build capacity and understanding of SEND legislation, procedures, and best practice.
- Safeguard and promote the welfare of children and young people, ensuring that all actions and decisions are made in accordance with statutory safeguarding procedures.
- Assist senior officers in capturing the views, wishes, and aspirations of children and young people, ensuring their voices inform planning and decision-making.
- Deliver specialised administrative casework support for statutory and non-statutory SEND processes, including the coordination of EHC needs assessments, plans, and reviews.
- Provide casework support to a designated caseload of educational settings, responding to service-specific and situational SEND needs.
- Undertake the administrative process for issuing EHCP reviews, ensuring plans are maintained, monitored, and updated in line with statutory requirements.
- Contribute to the preparation of documentation to support formal SEND processes, including appeals to ensure submissions are accurate and timely, and offering guidance where appropriate
- Assist with the funding delegation process, ensuring appropriate allocation of resources to educational establishments in line with agreed criteria.
- Attend and provide administrative support for meetings, including multi-agency panels, planning reviews, and service development forums.
- Issue draft and final EHCPs, ensuring accuracy, clarity, and compliance with statutory guidance, and review school-submitted plans to determine if amendments are required.

- Complete all work within statutory timescales, maintaining high standards of timeliness and responsiveness in all aspects of casework.
- Maintain accurate and up-to-date electronic records, ensuring data integrity and effective use of monitoring and tracking systems.
- Communicate regularly with service users and stakeholders, providing clear, informed advice and guidance, and acting as a frontline contact for enquiries regarding individual pupils.
- Participate in ongoing professional development and performance management, keeping up to date with SEND developments and contributing to continuous service improvement.
- Ensure knowledge of and compliance with Lancashire County Councils policies, guidance and procedures including attending meetings and undertaking any other duties as required to deliver our organisations objectives

Other Responsibilities

Equality and Diversity
We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

Health and Safety
All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

Customer Focus
We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

Safeguarding Commitment
We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.

Skills Pledge
We are committed to developing the skills of our workforce. All employees will be supported to work towards a level 2 qualification in literacy and numeracy if they do not have one already.

Value and Behaviours
We expected all our employees to display the LCC values and behaviours at all times and actively promote them in others

Our Values



Person Specification

All the following requirements are essential unless otherwise indicated by *

Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessment(s).

Qualifications
• A minimum of grade 5 in English and Maths at GCSE level or equivalent • Any other relevant qualification e.g. relating to children, social care or SEND – ideally with national accreditation*
Experience
• Significant experience in delivering high-quality, detail-oriented administrative support, demonstrating accuracy, reliability, and a proactive approach to managing complex tasks • Experience of working with children, young people, families and/or the general public • Experience of working with partners - potentially in a multi-agency setting* • Experience of working within special educational needs and disabilities*
Essential knowledge, skills & abilities

- Demonstrates a commitment to placing children, young people, and their families at the heart of all SEND processes, ensuring their voices shape outcomes and service delivery.
- Understands the statutory framework governing SEND, including Education, Health and Care Plans (EHCPs), and can apply this knowledge confidently in casework and decision-making*
- Experience of working within a team and building positive relationships
- Able to manage a varied caseload efficiently, ensuring all actions are completed within statutory timescales and recorded accurately using digital systems*
- Ability to communicate clearly to a range of audiences and tailor communication as required
- Ability to apply logic, reasoning and judgement to resolve complex issues – ideally including interpreting policy and support service improvements
- Maintains a strong understanding of safeguarding procedures and integrates them into everyday practice to protect vulnerable children and young people.
- Responds positively to change, demonstrates resilience under pressure, and takes initiative to improve processes and outcomes.
- Engages in continuous learning, reflects on practice, and contributes to the development of the SEND service through innovation and feedback.
- Understanding of the activities and objectives of the Council

Other essential requirements

- Evidence of continuous professional development

- This is an essential car user post
- You will be required to provide a car for use in connection with the duties of this post and must be insured for business use. In certain circumstances consideration may be given to applicants who, as a consequence of a disability, are unable to drive