

Royal Borough of Greenwich

Job Description

Department	Children's Services	Postholder
Section	Educational Psychology and Wellbeing Service	Grade Scale 5
Post Designation (Title)	Assistant Psychology Support Officer	

Purpose of the Role

The Assistant Psychology Support Officer provides administrative coordination for the Educational Psychology (EP) service's statutory Education, Health and Care (EHC) needs assessment work and its traded service level agreement (SLA) offer. Psychological advice is a mandatory component of every EHC needs assessment and must be returned within six weeks of request; the post exists to ensure that assessments are coordinated, prepared and tracked so that EPs can focus their time on assessment, formulation and report writing, and statutory deadlines are met.

Working closely with the Psychology Support Officer, senior EPs and the wider team, the postholder will book assessment visits at the point of allocation, gather consent and background information, support the allocation of cases, maintain the service's case tracking systems and administer traded work. The post has no supervisory responsibilities.

Main Duties and Responsibilities

Statutory assessment coordination

1. Coordinate arrangements for statutory EHC needs assessment visits, booking school, family and child or young person meetings at the point of allocation and confirming arrangements with all parties.
2. Request, track and chase consent forms, school information and background documents so that each assessment is fully prepared before EP involvement begins.
3. Support the allocation of statutory assessments to EPs, maintaining allocation records and preparing allocation information for the Psychology Support Officer and senior EPs.
4. Maintain accurate and up-to-date records on the service's case tracking systems and databases, logging new requests, allocations, key stage dates and report submissions.
5. Monitor case progress against statutory timescales and flag cases at risk of delay to the Psychology Support Officer and the allocated EP.
6. Prepare, quality-check and dispatch statutory reports and panel documentation to the SEND Assessment and Review service within required deadlines.

Service administration and traded work

1. Manage the EP service inbox, responding to routine enquiries from schools, families and professionals and redirecting matters that require professional input.
2. Provide diary and meeting support to the service, including scheduling assessment visits, planning meetings and protected report-writing time.
3. Administer the service's traded (SLA) offer, scheduling traded work, maintaining delivery records.
4. Provide cover for the Psychology Support Officer during periods of absence and support the continuity of the service's administrative function.

Data and service improvement

1. Providing and analysing data relating to service processes, for Freedom of Information requests and other Council departmental requests.
2. Handle sensitive personal information about children, young people and families securely and in line with Data Protection/GDPR legislation and the Council's information governance policies.
3. Produce regular management information on assessment timeliness and work in progress to support service planning and statutory returns.
4. Contribute to the continuous improvement of the service's administrative processes, supporting the implementation of redesigned ways of working.

General

1. Where necessary for the job role or appropriate for continued development in the role, the post holder may be required to participate in training and development courses made available via the Council's Apprentice Levy funding.
2. To undertake any other work appropriate to the level and general nature of the post's duties.
3. To undertake all duties with due regard to the provisions of health and safety regulations and legislation, Data Protection/GDPR, the Council's Equal Opportunities and Customer Care policies.
4. To perform all duties in line with the Council's staff values showing commitment to improving residents' lives and opportunities, demonstrating respect and fairness, taking ownership, working towards doing things better and working together across the council.
5. You may be required to undertake alternative, additional or ancillary duties from time to time or transfer to another service department within the Council as the Council may reasonably direct to meet service user demand in the event of a crisis or emergency.

Additional Requirements

- Basic DBS check.
- Commitment to safeguarding and promoting the welfare of children and young people.

Success Measures for the Role

The postholder will be expected to demonstrate impact through:

- Statutory EP advice increasingly returned within the six-week requirement, with average report time reducing towards six weeks.
- Assessment visits booked at the point of allocation as standard, with EPs receiving fully prepared cases.
- Cases at risk of delay identified early.
- Senior EP and Psychology Support Officer time released from case-level administration.
- Traded SLA work administered accurately and on time, protecting service income.

Designation of the Post to which the Post-Holder normally reports to: Psychology Support Officer