



## Role Description

### Service promotion

You may be asked to act as a representative for SENDIASS. You will need to be able to explain the range of services offered by SENDIASS, and be able to feedback information gathered to SENDIASS. The types of representation may include:

- Visiting schools and school events to promote SENDIASS, providing information and publicity materials.
- Visiting parent groups to explain the range of services offered by SENDIASS, to listen and feedback the views of parents to SENDIASS and to take initial information for referrals to SENDIASS.
- Meeting with groups of young people to discuss the services available to them.

### Administrative tasks

- Assisting with website development.
- Assisting with the development of information leaflets.
- Contacting parents to complete satisfaction surveys.

### Supporting parents/carers

You are empowering parents and carers of children with SEN to enable them to take an active and informed role in their child's education by providing impartial advice, information and support. These are the things that you could reasonably be expected to be involved in:

- Talking through parents'/carers' worries and concerns in confidence and in a non-judgmental way.
- Helping parents/carers to establish and record the views of their child.
- Helping parents/carers to express and record their views.
- Helping parents/carers to complete forms relating to SEND.
- Helping parents/carers to understand letters and reports.
- Assisting parents/carers in discussions with professionals.
- Helping parents/carers to complete forms relating to SEND.
- Helping parents/carers to respond to documents from the local authority.

- Helping parents/carers to formulate the right questions to ask at meetings.
- Attending meetings with parents or carers, helping them to express their views during the meeting.
- Writing up brief notes from meetings.
- Providing information on parents' or carers' rights and responsibilities, the law and local SEN procedures/policies.
- Signposting parents to other organisations and services that might be helpful to them.
- Visiting schools with parents/carers.

### **Supporting Young People**

Some of our volunteers will work directly with young people. This will require particular skills and additional training may be needed to carry out this role. Whilst many of the tasks are similar to those involved in supporting parents, more preparation work with the young person and specific support/resources may be required in order to ensure they can access and engage with the SEN process.

The Volunteer Supporter may do any of these things to support parents or carers. The nature of the individual duties of a Volunteer Supporter will be agreed between SENDIASS and the Volunteer Supporter and will be kept under regular review.