



Role Description

Role: FVS Volunteer

Remuneration: This is a voluntary unpaid role but reasonable expenses are paid

Time commitment: Ad-hoc hours depending on need and volunteers availability. There are also occasional strategy and development meetings and an annual AGM which volunteers are encouraged to attend.

Responsible to: Engagement Manager

Supporting/linking to: District & Borough Coordinators and Participation Managers

Purpose and scope of the role

Family Voice Surrey champions the needs and rights of SEND families in Surrey: families with children or young adults up to the age of 25 who have special educational needs, chronic illness, including mental health conditions, or disabilities.

Family Voice Surrey, a registered charity, is Surrey's parent carer forum. We know parent carers are the best people to help identify any problems families experience with getting the right support for their children and to define and shape services to meet needs.

We are recruiting for volunteers to support FVS to help us reach more parent carers in Surrey to identify issues and help influence change.

Our volunteering roles are flexible, working closely with D&B Coordinators supporting them with a varied range of work that can fit around your interests, availability and experience.

In broad terms the role can/will include any of the following:

- a. Link with SEND support services and Parent Carers in the local area
- b. Assist D&B coordinators with coffee mornings/talks/training/events/fundraising for SEND families (both virtual and actual)
- c. Raise the profile of FVS in your local area and encourage other parent carers to become members
- d. Identify and raise issues that Parent Carers are experiencing in your local area and share with your D&B coordinator
- e. Publicise FVS surveys, events and other opportunities with Parent Carers to help shape services in Surrey
- f. Link with FVS's Participation Managers on issues/projects

Person Specification - Volunteer

Skills
Ability to building positive and open relationships with others
An effective non-judgemental listener
Ability to communicate effectively with SEND parent carers and locality service providers
Good administrative and organisational skills
Ability to manage own time and prioritise tasks and raise issues or seek help where appropriate
Excellent oral and written communication skills
Strong interpersonal skills and experience of working well with others at all levels (desirable preferably in dealing with children and young people who may have physical, mental or behavioural difficulties)
Knowledge
Understanding of local SEND services and needs
Good understanding of the needs of SEND children and adults (including their carers) and how to maximise their independence
Understanding of SEN support
Experience of working with Microsoft Office programmes: Outlook, Word, Excel, PowerPoint
Good knowledge of all forms or social media (desirable but not essential)
Other
Commitment to, and empathy with, the aims and objectives of Family Voice Surrey
Commitment to making a difference for SEND children, young people and families in Surrey
Available occasional evenings and weekends (desirable but not essential)