



Job Description

Post: FVS Coordinator - XXX Borough or District Council

Hourly rate: £10.30/hour, 260 hrs a year (20 hrs a month +/-) initially for one year (subject to funding)

Responsible to: Engagement Manager

Supporting/ linking to: Participation Managers

Purpose and scope of the job

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 FVS Coordinator's for each of the 11 Boroughs and Districts in Surrey, to help us reach out to more parent carers in each area to identify issues and help influence change.

This is a very flexible home-based role - essentially responding to the needs, issues and opportunities within each District or Borough and the FVS workplan. In broad terms the role includes:

- a. Linking with SEND families and SEND organisations on what the needs are in the area/ what is working/ what is not
- b. Raising the profile of FVS in the local area and encouraging other parent carers to become members
- c. Arranging coffee mornings/ talks/ training/ events/ fundraising for SEND families (both virtual and actual)
- d. Updating and running the relevant District & Borough closed Facebook group
- e. Identifying and raising issues that Parent Carers are experiencing in your local area and sharing with the relevant FVS Participation Managers and Project Workers
- f. Publicising FVS surveys, events and other opportunities with Parent Carers to help shape services in Surrey
- g. Linking with Participation Managers on issues/projects
- h. Producing written reports when necessary.

There are no set hours a day/days per week which you must work: we model flexible working enabling staff to work their contracted hours around their caring commitments, where possible and appropriate. There are some regular meetings, training, occasional strategy and development meetings and an annual AGM which all staff need to attend.

Person Specification - Coordinator XXX Borough/ District

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
Excellent 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
Good understanding of locality SEND services and needs
Good understanding of the needs of SEND children and adults (including their carers) and how to maximise their independence
Good understanding of SEN support
Experience of working with Microsoft Office programmes: Outlook, Word, Excel, PowerPoint
Good knowledge of all forms or social media
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 their locality
Able to work occasional evenings and weekends