



Job Description

Post: Participation Manager (12-month fixed term contract)

Salary Scale: £26,000 - £29,500 pro rata for 16 hours per week - by negotiation

(core hours to be 2pm - 5pm weekdays*)

Responsible to: Chief Executive Officer

Responsible for: Project Workers and Volunteer Project Workers

*Due to nature of this role the successful candidate would need to be available between 2pm and 5pm weekdays, as meetings dictate.

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, disabilities or any kind of additional need, this may be diagnosed or undiagnosed.

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.

This post will:

- Co-lead with other FVS Participation Managers on parent participation work with education, health, and social care partners.
- Build effective relationships with Surrey's education and health partners, including Local Authority officers, Schools, Voluntary Sector Organisations, CCGs, CAMHS and Children & Family Health Service and Social Care leads, representing the voice of SEND families.
- Ensure that lived parent carers experiences are at the heart of participation work.
- Act as a spokesperson for the organisation as appropriate.
- Supervise and support Project Workers and Project Volunteers.

Key duties and responsibilities

- Co-lead the strategic development of the forum's work plan on education, health, and social care.

- Gather evidence in a variety of different ways to form a collective representation of parent carers' experiences, view of services and the changes they would like made.
- Identify and raise issues and matters that parent carers are experiencing and/or raising in relation to education, health and social care services in Surrey.
- Write reports and present evidence to explain the collective views of parent carers.
- Represent Family Voice Surrey forum views at meetings, workshops and events relating to the education, health and social care for SEND children and young people and their families.
- Build collaborative and open working relationships with service commissioners and providers, working for co-production and seeking service improvements and better outcomes.
- Undertake background reading, research and analysis necessary to understand and participate in the meetings, workshops and events.
- Project Plan according to priority areas as identified by FVS's vision and requests from SCC.
- Supervise and support Project Workers and Project Volunteers.
- Submit monthly reports to the Operations Team and attend and participate in regular internal team meetings.
- Strengthen the collective voice by working collaboratively with other participation groups and the wider SEND voluntary and charitable network.
- Provide support and input into FVS's newsletter and annual events.
- Ensure activities comply with Family Voice Surrey constitution, policies and appropriate charity and regulatory requirements, including reporting.

Person Specification - Participation Manager

As part of your written application you will need to demonstrate and provide evidence of the following criteria in your written application. Please include voluntary, unpaid and paid work.

	Essential	Desirable
Experience		
Experience of leading and delivering projects	✓	
Experience of carrying out research		✓
Experience of providing strategic input to senior management		✓
An understanding of advocacy principles		✓
Experience of building positive and open working relationships with partners	✓	
Experience of supporting organisations to deliver services to children with a range of SEND needs and their parents/carers.		✓
Experience of the needs of SEND children and their parents/carers	✓	
Experience of managing or supporting staff and/or volunteers		✓

Skills and Abilities		
Understanding the duty of health, education and care leads' to collaborate in their planning to provide holistic support to children with SEND	✓	
Ability/willingness to cover for/work collaboratively with other Participation Managers and FVS staff and volunteers when required	✓	
Ability to explain complex concepts (including legal requirements) in an accessible way to a wide range of audiences	✓	
Sound analytical skills	✓	
Influencing skills	✓	
Good listening skills and ability to empathise	✓	
Ability to be results focused: evidence of meeting and exceeding targets	✓	
Excellent team working skills	✓	
Excellent organisational skills and ability to prioritise in a multi-task environment	✓	
Ability to plan and manage budgets		✓
Self-motivated	✓	
IT literate (MS Office, the Internet)	✓	
Knowledge and Qualifications		
Educated to Degree Level or equivalent		✓
Maths and English GCSE Level or equivalent		✓
Good standard of both written and verbal English	✓	
Understanding of the needs of SEND children and adults (including their carers) and how to maximise their independence	✓	
Understanding of key legislation and guidance impacting on disabled children and young people		✓
Understanding of SEN support		✓
Understanding the need for collaboration and coproduction and how to develop others awareness of this	✓	
Knowledge of the local area and services within Surrey		✓
Other requirements		
Commitment to, and empathy with, the aims and objectives of Family Voice Surrey	✓	
Able to work occasional evenings and weekends	✓	
Willingness to travel across Surrey	✓	
Completion of a DBS check	✓	