

Engagement Officer: Role Description & Person Specification

<p>General:</p>	<p>SEND VOICES Wokingham (SVW) is the Parent Carer Forum for Wokingham Borough. We are a charity which represents parents and carers of children and young people with different types of disability living within Wokingham Borough boundaries.</p> <p>We gather information from parents about the services they are receiving/would like to receive from Social Care, Education Services and the NHS and then meet with the service providers to help shape future provision.</p> <p>Our Mission Statement SEND VOICES Wokingham (Parent Carer Forum) is the independent voice of families, representing their experiences to improve lives.</p>
<p>Responsible to:</p>	<p>Line Manager will be SEND VOICES Wokingham Joint CEOs.</p>
<p>Hours and Salary:</p>	<p>£15.60 per hour. Average of 15 hours per week but may be subject to variation. Some flexibility of hours will be possible. The job is mainly term time, but some hours may be required in the evenings.</p> <p>This is a Fixed term contract for up to 12 months with the possibility of extension to contract subject to annual funding.</p>
<p>Purpose:</p>	<p>To be one of our 2 Engagement Officers for parent carer engagement.</p> <ul style="list-style-type: none"> • Work collaboratively with the existing SVW Engagement Officer, taking lead responsibility for engagement activities across for half of the Wokingham Borough schools while providing support for the remaining schools. • Developing the parent carers groups for each school at a time likely to suit parent carers. • Promoting the school groups and encouraging participation of parent carers. Ensuring there are opportunities for parent carers unable to attend to provide their feedback. • Collecting the feedback from parent carers to identify what is going well and areas for improvement. Provide summary feedback and share relevant feedback to the schools and health/education professionals to improve outcomes for pupils. • Establishing the school groups so they can become self-supporting • To work within agreed policies and procedures of SEND Voices Wokingham.

	<ul style="list-style-type: none"> • To have a commitment to the aims and beliefs of SEND Voices Wokingham. <p>Elements of the projects will be shared with, and supported by, other SVW staff members, i.e. the Engagement Officers will not be working alone but as part of a small team. How this works in practice will be determined by the background/skill set of the appointee(s) and the level of hours they are able to commit to working on this project, alongside their caring/other responsibilities. If there is remaining budget, additional hours will be allocated to engagement staff to support the project, such as admin, communications support and other engagement work such as coffee mornings/parent engagement sessions, training sessions and the Local Offer Live day.</p>
Main Tasks:	<p>Co-ordinating partnership</p> <ul style="list-style-type: none"> • To work in partnership with all stakeholders to share information and review work plans. • To ensure parent carer voice is a central part of the work of the project • To promote and run parent carer groups at each of the schools and through other engagement opportunities • To organise evening online sessions to promote engagement with working parent carers who may not be able to attend daytime sessions • To keep up to date records of the work and the feedback from parent carers. • To liaise with SVW Joint CEOs to connect with wider representation/workstreams <p>Increasing SVW profile, membership and diversity through engagement activities and communication</p> <ul style="list-style-type: none"> • To contribute to wider SVW development by supporting activities which strengthen parent carers' voice • To help raise SVW's profile and awareness of opportunities to be involved <p>Other General Responsibilities</p> <ul style="list-style-type: none"> • To ensure compliance with all relevant legal and regulatory requirements and in particular those specified by Health and Safety and the Data Protection Act • To work within the framework of SVW policies and procedures • To demonstrate and promote a commitment to professional development, team working and the principles of equal opportunities • Attend supervision, training and staff meetings as required • Carry out other duties appropriate to the role and responsibilities as may be delegated by SVW.

Engagement Officer - Person Specification

Requirement	Essential	Desirable
Qualifications, Knowledge and Experience		
Lived Experience of neurodivergence/health conditions/disabilities - yourself and/or as a parent/carer of a child, young person, or adult, with special educational needs and disabilities (SEND) (essential)	E	
Experience of promoting and presenting information and ideas to different audiences, including writing reports.	E	
Sound and demonstrable skills in Microsoft Office packages.	E	
Knowledge of Parent Participation and Parent Forums.		D
Experience of participating in groups as a parent or professional	E	
Experience of developing relationships with a variety of different people, reaching out to the community and getting them involved	E	
Understanding the needs of disabled children/young adults and their families.	E	
Skills and abilities		
Excellent organisational skills	E	
Ability to work independently with minimal supervision, to use own initiative and motivation to plan and organise work, consulting as required, and as part of a small team	E	
Ability to communicate effectively in an approachable, welcoming and professional manner and to process information accurately	E	
Ability to capture, collate and feedback in a timely manner	E	
Able to think creatively and to problem solve.	E	
Ability to work under pressure and adapt to changing priorities.	E	
An awareness of data protection issues	E	
Ability to work flexibly to include evenings where required	E	
Full driving licence and own transport and ability to travel around the Borough	E	
Own mobile phone (for very occasional use/Team messaging)	E	
Behaviour		
To have a welcoming and non-judgemental approach.	E	
To be self-disciplined.	E	
Commitment to aims of SEND VOICES Wokingham and to convey the professionalism and ethos of SEND VOICES Wokingham at all times.	E	

Additional Requirements:

As an Engagement Representative you will be required to complete the following:

1. DBS Check
2. Adult safeguarding training
3. Child Safeguarding training

These will be paid for by SEND Voices Wokingham on commencement of employment.