



Role Description

Directorate	Children Education and Families
Role Title	Volunteer SEN Helpline
Responsible to	Parent Partnership Officer
Role Purpose	To provide first level response and information to parents carers to the Thurrock Parent Partnership Service

Tasks and Responsibilities
<p>The role is varied and interesting, involving a mixture of practical and interpersonal skills including the ability to:</p> <ol style="list-style-type: none"> 1 Following agreed protocols for collection of information and Data Protection 2 Follow agreed protocols for confidentiality and impartiality of the Thurrock Parent Partnership Service 3 Provide supervised first level response and information to parent/carers and other callers to the Thurrock Parent Partnership Service Helpline 4 Have no potential clash of interests, SEN Helpline cannot be employed in the education department of the local authority. 5 To actively promote the Council's Equal Opportunity Policy and Diversity Strategy and observe the standard of conduct which prevents discrimination taking place. 6 To ensure full compliance with the Health and Safety at Work Act 1974 etc., the Council's Health and Safety Policy and all locally agreed safe methods of work.
Skills and experience
<p>Ideally, a will have a willingness to learn about Special Educational Needs or have previous experience of caring or supporting a child with Special Educational Needs.</p> <p>Someone who has good communication skills and the ability to build parents confidence. Other skills we will be looking for are Reliability and trustworthy, Confidentiality and Commitment</p>



The Commitment

You can volunteer flexibly with mutually agreed hours, but typically during school term times only.

The commitment to Independent Parental Supporters

The Parent Partnership Service provides all volunteers with:

- Induction
- Free training
- Travel expenses
- Insurance
- Ongoing support and supervision
- Opportunities to develop and enhance interpersonal skills in communication and negotiation