

Information Advice and Support Kent recruit volunteers to support the delivery of the service to children, young people and their parents across the Kent County Council area.

As a busy service we have opportunities to volunteer in several ways:

- 1) Independent Supporter working in your local community to:
  - provide independent advice and support to parents of children with special educational needs and disabilities and young people who have a disability or special educational needs;
  - help prepare and support parents and young people at meetings relating to the child or young person's special educational needs;
  - work with parents of children who are having an education, health care needs assessment and young people having an assessment.
- 2) Helpline Support in our office at Oxford Road, Maidstone to:
  - triage incoming calls so that parents can leave their message and feel reassured that our service will call them back.
- 3) Support raising awareness of the service by attending events with IASK staff in your local community.

### **Person Specifications:**

- Good listening/ communication skills
- Computer skills
- Keen and willing to learn
- Knowledge or experience of Special Educational Needs and Disabilities
- Aware of SEN legislation and reforms
- Understand and be committed to equal opportunity
- Understand the need for confidentiality

### **Duties:**

Empowering parents, children and young people by:

- offering support and information
- ensuring knowledge of rights and responsibilities
- helping to fill in forms/write letters
- helping to prepare for, and possibly accompany to meetings
- helping parents, children and young people to have their views and opinions heard
- sign-posting to other sources of information as required
- Assisting with events
- Assisting with Facebook