



## SENDIASS VOLUNTEER PROFILE

An exciting opportunity has arisen at Waltham Forest SENDIASS for an enthusiastic, motivated and friendly individual to join the SENDIASS team as a SENDIASS Volunteer.

Special Educational Needs and Disability Information, Advice and Support Service (SENDIASS) is a free, confidential and impartial service for children and young people with SEND and their parents/carers. Waltham Forest SENDIASS provides information, advice and advocacy support for children, young people, and parents/carers that empowers them to express their views and wishes and helps them to understand and exercise their rights in matters including exclusion, complaints, SEND processes, and SEND appeals.

Waltham Forest SENDIASS is increasing its resources and has ambitious plans to continue to develop its services to children, young people and parent/carers in Waltham Forest.

SENDIASS volunteers support our SENDIASS team to ensure all clients receive timely support and guidance. This is an excellent opportunity to get a broad understanding of SEND matters and local issues that affect your local community. Waltham Forest SENDIASS recognises the invaluable support of our volunteers and prides ourselves on developing our teams.



### What will you do?

Some examples of what you could do:

- Help with the day to day running of Waltham Forest SENDIASS
- Answer the telephone, reply to emails and post, make referrals and signpost to resources and services
- Allocate appointments with our specialist SENDIASS caseworkers
- Write a summary of the clients' problems and what action you've taken
- Attend outreach and networking events to promote the service
- Book and support training and workshops

- Help clients who require additional support with practical matters for an agreed length of time
- Help a client find and access local services
- Provide moral support to a client attending a meeting
- Find information about the clients' problems and help them to understand their options
- Support clients to take action to resolve their problems. This might include drafting or writing letters, making phone calls, or referring the client to another organisation
- Look out for problems that are common, or are unfair, and write a short report about the problem



## What's in it for you?

- Make a real difference to people's lives and have a positive impact in your community
- Work with a range of different people, independently and in a team
- Increase your employability and build on valuable skills e.g. communication, listening & building rapport
- Learn about several key issues such as SEND tribunal process
- Train towards IPSEA level 1

And we'll reimburse expenses too.



## What do you need to have?

You don't need specific qualifications or skills but you'll need to:

Essential	Desirable
<ul style="list-style-type: none"><li>• Be friendly and approachable</li><li>• Be non-judgmental and respect views, values and cultures that are different to your own</li><li>• Have good listening skills</li><li>• Have excellent verbal and written communication skills</li><li>• Have good IT skills</li><li>• Be able to understand information and explain it to others</li><li>• Be willing to learn about and follow the Citizens Advice aims, principles and policies, including confidentiality and data protection</li><li>• Be willing to undertake training in your role</li><li>• Is good at explaining things</li><li>• Is patient, understanding, empathic and supportive</li><li>• Is impartial and does not take sides</li><li>• Does not bring their own agenda to the role</li><li>• Has no potential conflict of interest</li></ul>	<ul style="list-style-type: none"><li>• Clear understanding of SEND issues</li><li>• Up to date with current reforms</li><li>• Interest in SEN and is willing to learn</li><li>• Local knowledge of resources and services that will support children/Young people and their families</li><li>• Have personal experience with SEND</li><li>• Ability to connect with families with SEND</li><li>• Ability to understand complex procedures</li><li>• Is able to maintain appropriate boundaries</li><li>• Comfortable in client facing roles</li></ul>



## How much time do you need to give?

We are ideally looking for volunteers who can commit to at least 6 months working with us.

We can be flexible with working hours and days so come and talk to us.



## Valuing inclusion

Our volunteers come from a range of backgrounds and we particularly welcome applications from disabled people, people with physical or mental health conditions, LGBT+ and non-binary people, and people from Black Asian Minority Ethnic (BAME) communities.

If you are interested in becoming an Information assistant and would like to discuss flexibility around location, time, 'what you will do' and how we can support you please contact us.



## Contact details

Joanna Bellis - Quality, Network and Specialist Projects Coordinator - [wfsendiass@citizensadvicewalthamforest.org.uk](mailto:wfsendiass@citizensadvicewalthamforest.org.uk)