# Volunteer Role Description

# Medway SENDIAS (Special Educational Needs and Disability Information, Advice and Support) Service Support Volunteer

# Location: Medway

**Time commitment**: Flexible, a minimum of 2 hours per week, mainly during term time

**How you can help us:**  Medway Special Educational Needs & Disability, Information Advice & Support Service (known as Medway SENDIAS) gives information, advice and support to parents/carers of children and young people with Special Educational Needs (SEN) and Disabilities. Volunteers will be expected to support the team

**What’s involved:**

* A commitment to undertake the Volunteer induction training
* Where appropriate, to access other training which will support your role
* Successful completion of DBS check
* Maintain confidentiality
* Undertake administrative tasks to maintain effective recording systems.
* Taking calls that come through to our telephone advice line
* Support at SENDIAS workshops and drop in groups
* Volunteers will need to gain an understanding (appropriate to your role) of, and comply with, all relevant Family Action Policies and procedures.

**This role would suit people who:**

* Demonstrates good listening skills
* Have a positive attitude
* Are passionate about improving outcomes for families
* Are understanding of the, often complex, needs of families and young people
* Can remain professional and empathetic to the needs of service users
* Can demonstrate commitment, reliability and consistency
* Enjoy working as part of a team
* Can communicate with people from all backgrounds

**What’s in it for you?**

* Becoming part of Family Action, the largest national family charity established in 1869
* Opportunities to learn new things and meet new people
* Regular and ongoing training and development opportunities
* Becoming part of a team
* The opportunity to build a portfolio of your training, skills, experience and qualities to improve future employment prospects
* Continuous support from the SENDIAS team, as well as from other volunteers
* Travel and any relevant incurred expenses

**Training and support you will receive:**

As a volunteer with Family Action, you will get:

* Access to our standard e-learning package, giving you a great basic introduction to topics such as Safeguarding and Equality and Diversity.
* IPSEA **(Independent Provider of Special Education Advice) Legal training**
* Face-to-face training to ensure that you are fully equipped with the knowledge and skills needed for this role.
* Regular meetings with your supervisor to discuss any challenges you are facing, and celebrate your progress in the role.
* Ongoing support from your supervisor and the wider team.

**Are you interested in finding out more?**

Please get in touch with the Medway SENDIAS team on 01634 566303 for an informal chat or to request an application pack. Or email [medwaysendias@family-action.org.uk](https://portal.family-action.org.uk/newstartvol/Volunteers%20Documents/Volunteer%20Manager%20Handbook%20Appendices/medwaysendias@family-action.org)