

Outreach and Engagement Volunteer

Volunteer Task(s) Specification

Background/Purpose

Your Voice in Health and Social Care (YVHSC) is an independent organisation that gives people a voice to improve and shape services and help them get the best out of health and social care provisions. YVHSC specialises in providing Health and Care services that offer effective engagement and involvement that impacts on community wellbeing and development. Using our expertise we involve people in ways that are both efficient and inclusive, and so can maximise the impact of our engagement.

Bromley Parent Engagement SEND Service (BPESS) is a new service (June 2020) commissioned by the London Borough of Bromley and South East London Bromley Clinical Commissioning Group (SEL/BCCG). The service provides active involvement of parent carers of children and young people who have special educational needs and disabilities (SEND), in the commissioning and provision of health and care services, in accordance with the Children and Families Act 2014.

As an outreach and engagement volunteer you will focus on supporting delivery of this service within Bromley. You will visit community groups and locations as well as relevant health and care services within the Borough of Bromley who provide services for parents/carers of children and young people with special educational needs and disabilities (SEND).

Tasks:

- Ø Attending community services and approaching parents to record their experiences
- Ø Holding stalls at various locations and speaking to parents and local groups in the community to record their experiences
- Ø Providing support to the parents and their families/carers and listening carefully to their feedback
- Ø When appropriate, signposting people to the Feedback Team and other organisations that can support people to feedback their experiences
- Ø Inputting experiences into our database

Time commitment:

Ø Minimum of 2 hours a week

When:

Ø Dates and times as agreed

Skills/Experience needed:

Ø Aged 18 or over

Ø Well presented, with a friendly approachable manner and good verbal communication and listening skills

Ø Understanding of, or ability to learn, personal and professional boundaries

Ø An ability to relate well to people on a one to one basis and be sympathetic to others' situation

Ø Good IT literacy

Ø Sensitive and tactful

Benefits:

Ø CV building opportunities in Special Educational Needs and Disabilities

Ø Take part in YVHSC SEND Training Programme.

Ø Travel expenses reimbursed

What are you waiting for? We look forward to hearing from you

Job Types: Part-time, Volunteer

