



## **JOB DESCRIPTION**

### **FAMILY SERVICES**

#### **Parent Carers Together Forum ADMINISTRATOR**

<b>General:</b>	The Rose Road Association is based at the Bradbury Centre in Southampton. The Centre houses Oaks & Acorns for short breaks, a Community Outreach Scheme, Activity Schemes and other services for children and young adults with multiple disabilities. We also provide a range of Information and Advice services for families of disabled children and young people and those with special educational needs. The Association provides services in Hampshire and surrounding counties.
<b>Responsible to:</b>	Family Services Programme Manager/Chair of Steering Group
<b>Hours/Location:</b>	16 hours per week, term time, 5 hours per week during the school. Holidays. This role will be home based with travel required throughout Bournemouth, Christchurch and Poole. Hours can be worked flexibly but will ideally cover 5 days per week term time.
<b>Salary:</b>	Salary: £21,000 pa pro rata
<b>Purpose:</b>	The Rose Road Association has been funded by Contact and the Local Authority to support the Parent Carer Forum. Parent Carers Together is run by parent carer volunteers, to ensure that parent/carers of children and young people with disabilities and additional needs can participate and coproduce services and provision within Bournemouth, Christchurch and Poole. The Parent Carer Forum Administrator will support the Steering Group.

## **The Purpose of the role is:**

- To be the initial point of contact and carry out administration tasks for the parent carer forum in the Bournemouth, Christchurch and Poole area.
- Providing support, information and administration of activities to assist parent participation in the local area.
- Encouraging information sharing between parent representatives and a wider parent carer audience
- Actively promote parent participation within the area and seek available opportunities for the parent carer forum to be involved in.
- Arrange and support the facilitator of training for parent representatives.
- Increase and maintain the membership of the forum.

## **Main Tasks:**

1. To provide general administrative support to the steering group, including minute taking, organising meetings and emails.
2. To be the main point of contact for enquiries, new members and to maintain an accurate membership database using Mail Chimp.
3. To maintain and update contacts list of schools, professional and other organisations within Bournemouth, Christchurch and Poole on a database.
4. To liaise with parent carer representatives regarding availability to attend meetings and to collect and forward expenses claims and feedback reports.
5. To help the steering group promote and advertise the forum, organise local participation events including coffee mornings, workshops and drop ins. Using Event Brite to advertise events and manage bookings.
6. To develop and send out regular communications, via a newsletter, monthly roundup and web updates. Some knowledge of web design would be advantageous, otherwise training will be given.
7. To liaise with and support steering group in writing agendas and taking minutes for meetings and to send these in a timely manner, at least 7 days prior to a steering group meeting.
8. To liaise with and support steering group in writing policies, to maintain these policies and liaise with steering group regarding reviewing and monitoring policies.
9. To support steering group to produce surveys using an online tool and to promote these using website, emails and social media. Exporting the information from the survey so that key information can be presented to Local Authority and Health professionals.
10. To book and co-ordinate members and the steering group to participate in training and events for the forum. Occasional working evenings and weekends to support events.
11. To collect feedback and highlights of meetings from parent carer representatives and publish on website and social media with steering group approval.
12. Develop our social media marketing. To include scheduling posts on Facebook, live Facebook sessions and polls.
13. Design promotional material for the forum such as posters and literature.

14. Seek providers for promotional materials for the forum, ie: banners, pens and flyers.
15. Support the steering group to produce reports for contract monitoring using Microsoft office, Word and Excel. Prepare presentations using Power Point.
- 16 To carry out any other duties that are within the scope, spirit and purpose of the position as required.

### **Knowledge and Skills**

- Demonstrable administration experience in a fast-paced environment.
- An ability to learn new tasks quickly.
- Ability to maintain accurate records.
- Ability to work to deadlines.
- IT Skills: MS Office Suite, Word and Excel essential, with some knowledge of Power point.
- Competent keyboard skills.
- An understanding of the issues faced by families with disabled children.

### **Behaviour**

- Strong interpersonal skills – diplomacy, tact, influencing and assertiveness.
- Patient and collaborative approach to problem solving.
- Ability to exercise discretion and ensure confidentiality.
- Ability to work on own initiative, consulting as required.
- Experience of providing excellent levels of customer care.
- Ability to work flexibly to meet the needs of the service.
- Good Communication skills, both written and verbal.
- Flexible and understanding approach to change and development within the Service.
- Modelling Diversity in Practice.

**Minimum Qualifications:** Minimum GCSE English & Maths grade C or equivalents.

**Conditions & Annual Leave:** The Rose Road Association is an equal opportunities employer. All staff undergo annual appraisal. Normal Association conditions of service apply. The Rose Road Association is an equal opportunities employer. All staff undergo annual appraisal. Normal Association conditions of service apply. 25 days annual leave per annum, rising to 28 days after 5 years continuous service.

**DBS Check:** This post will be subject to an Enhanced Disclosure by the Disclosure & Barring Service



## PERSON SPECIFICATION

Requirement	Essential	Desirable/ Within 3 Months of Training
<b>Knowledge &amp; Skills</b>		
Computer skills including Microsoft Office Word, Excel, Outlook and Power Point.	E	
Strong and accurate key board skills	E	
GCSE English & Maths or equivalent/excellent written English	E	
An understanding of the issues facing families with disabled children	E	D
Ability to prioritise and organise own work	E	
To demonstrate an ability to communicate effectively and accurately in a professional manner	E	
Ability to process information accurately	E	
Ability to work in isolation as role is home based	E	
Ability to work within a team	E	
<b>Behaviour</b>		
To demonstrate a welcoming and effective manner	E	
To convey the professionalism of the forum at all times	E	
To be self-motivated	E	
The ability to maintain confidentiality	E	
Experienced in providing excellent customer care	E	