



JOB DESCRIPTION

Parent Carer Forum Coordinator – Parent and Carers in Partnership Royal Borough Windsor and Maidenhead

General: 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 support to Parent Carer Forums in Bournemouth, Christchurch and Poole, Southampton, West Berkshire, Hampshire and Windsor and Maidenhead.

Responsible to: Family Services Manager

Hours: 14 hours per week, term time only. This role will be based at the PaCiP offices in Maidenhead, with travel required throughout Royal Borough of Windsor and Maidenhead. Hours can be worked flexibly but will ideally cover 2-3 days per week term time.

Purpose: Parent and Carers in Partnership (PaCiP) have been funded by Department of Education to support the Parent Carer Forum. PaCiP 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 Royal Brough of Windsor and Maidenhead (RBWM). Rose Road Association are the hosts of PaCiP and will support the forum.

The purpose of the role is:

- To be the initial point of contact and co-ordinator for parent participation in RBWM.
- Providing support, information and co-ordination of activities to assist parent participation in RBWM.
- Encouraging information sharing between parent reps and a wider parent carer audience

- Active promotion of parent participation and the available opportunities
- To develop local/regional parent participation opportunities
- Developing and providing support and training for parent representatives and area representatives

Main Tasks:

1. To engage with parent carers and key strategic decision makers and promote participation.
2. To be the main point of contact for the Parent Carer Forum.
3. To attend regional participation meetings and establish links with neighbouring parent carer forums on an interim basis until the steering group is established.
4. To produce surveys using an online survey tool (e.g. survey monkey) and promote using website, email and social media.
5. To maintain accurate member records using a database and use to send communications or analyse membership as required. To update the database with new records or to amend/ delete records when requested.
6. To establish a steering group of voluntary parent carer representatives, and coordinate and support monthly meetings, including minute taking, chasing actions and ensuring all relevant tasks are carried out before meetings.
7. To facilitate and support the development of policies and procedures for the steering group with steering group members.
8. To explore and establish user friendly ways of information sharing between parent representatives and the wider parent group.
9. To provide input to the existing website for the parent carer forum and be responsible for maintaining it and keeping it up to date.
10. To coordinate and send a regular bulletin to families on the mailing list, informing them of participation opportunities and other local items of interest relating to disability and special educational needs.
11. To book and coordinate training and other events as required by the forum.
12. 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 desirable.
- 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.
- Be aware of safeguarding policies and how to implement if needed.
- 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 GCSE English at grade C or equivalent.
Qualifications:

Conditions & Annual Leave: The Rose Road Association is an equal opportunities employer. All staff undergo annual appraisal. Normal Association conditions of service apply.

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

Salary: £13.00 per hour

Closing Date: 19th February 2020

Interview Date: 25th February 2020

Requirement	Essential	Desirable/ Within 3 Months of Training
Knowledge & Skills		
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	
Behaviour		
To demonstrate a welcoming and effective manner	E	
To convey the professionalism of the forum always	E	
To be self-motivated	E	
The ability to maintain confidentiality	E	
Experienced in providing excellent customer care	E	