



## SEND Information & Support Volunteer

### Voluntary

Minimum 3 hours per week

Sutton SENDIASS (SIASS- Sutton information, Advice and Support Services)

Location: Remote Working/Cognus Denmark Road, Carshalton

The role will be to support new service users by responding to initial inquiries via telephone or email.

- You will listen to their inquiry and provide relevant support which may include:
  - Signposting to other services
  - Providing resources or information
  - Providing information, advice, and support in line with your training
  - Sharing the inquiry with SIASS Caseworker for more in-depth support and legal advice.
- You will record all contacts on relevant systems

We will train you with all the necessary skills and support you as you learn, so don't worry if you're brand new to the world of SENDIASS, but we are seeking the following attributes:

- A kind and compassionate telephone and email demeanour is a must as you will often be supporting distressed parents/carers/young people.
- Excellent listening skills.
- Good oral and written English communication skills.
- Ability to maintain the highest levels of confidentiality and open minded enough to remain impartial while supporting service users.
- Basic level of IT literacy (Microsoft Suite).

We welcome hearing from parents or carers of children with SEND, those who have used SIASS in the past, those retired from, training for, or aspiring to a career in SEND, but these relevant life experiences are not a requirement for the role.

You will receive:

- Free training in entry-level SEND law, including IPSEA level 1 training.
- All necessary tech equipment to fulfil this role from home (only to be used for the purpose of SIASS volunteer work)
- Tech support
- Excellent job experience for roles such as support worker, case worker, SEN, etc.
- Friendly virtual co-workers!

The emotional benefit of knowing you're making a positive difference for families of children with SEND.



Upon hiring, a mutually agreed upon induction schedule will be provided. Full training will be available through a combination of online modules, shadowing SIASS staff, provision of resources for signposting, and regular 1:1 supervision.  
Full support will be provided to equip volunteer to feel comfortable working independently.

If you are interested and would like to be considered for this role, please apply to [recruitment@cognus.org.uk](mailto:recruitment@cognus.org.uk) with a letter of interest as to why you would like to volunteer with SIASS. (of no more than two sides, minimum font size 11) outlining your suitability.  
The **deadline for receipt is midnight on 21<sup>st</sup> May 2021**. Candidates are requested to be available via **on-line interview on 28<sup>th</sup> May 2021**.

*All offers of employment are subject to successful completion of recruitment formalities which includes an enhanced DBS check. These checks must have been completed prior to commencement of employment. We expect our staff to have due regard for safeguarding and promoting the welfare of children and young people and to follow the child protection procedures adopted by the Company and the Local Safeguarding Children's Board.*

