

BARNET Sendiass
(Formally known as Parent Partnership service)

VOLUNTEERING

INFORMATION AND APPLICATION

BARNET Sendiass

The Special Educational Needs Disability Information, Advice, and Support Service (SENDIASS) is a statutory service and is required to be impartial from the Local Authority.

Barnet Sendiass continues to provide an arms-length service to meet the legal duties under part 3 of the Children and Family Action 2014. To provide Parents/Carers and young people with confidential and impartial information, advice, and support, so parents/carers can make informed decisions about their child's special educational needs or their own educational needs (SEND).

Barnet Sendiass support Barnet parents/Carers whose child/ren aged from birth to 25, who have Special Educational Needs or disability, or parents/carers who think that their child/ren may fall into this category.

Sendiass operates at an arm's length from the local authority. The primary aim is to empower parents/carers with information, advice, and support so they can take the lead role in supporting their children through the education system. The same ethos applied to young people aged 16 to 25 who contact the service.

However, many parents/Carers and young people find the process difficult, confusing, and consequently daunting. Under these circumstances, the service aims to offer more support and can provide assistance with writing letters, attending meetings, contacting other sources of information, as well as the personal aspect of listening and helping parents to clarify their thoughts and understand the processes.

Sendiass volunteers help to alleviate some of the pressures from the Sendiass case workers and enable them to concentrate on the more complex cases, whilst the volunteers use their expertise and training to assist with the more straightforward cases. Volunteers may hold and manage small caseloads.

Expenses:

There are some small expenses which come with volunteers working for our service such as mileage and lunches.

Volunteering

The assistance provided by Sendiass Volunteers requires a knowledge of the Special Educational Needs system, a range of skills, and the willingness to help.

Consequently, training will be provided to support the knowledge and skills required and ensure that those who become Sendiass Volunteers are suited to the task.

Is Volunteering for you?

The Volunteering role may bring you into contact with a wide range of people including parents/carers, children, and professionals. To be effective, you will need to be comfortable in the role, and be able to provide the confidence that parents often feel they lack in dealing with sometimes complex procedures, professionals, or 'the Authority'.

In doing so you will need to be:

- confident
- a good listener
- a good communicator
- a good negotiator
- patient
- honest
- able to respect confidentiality
- available for a reasonable amount of time
- able to be contacted easily
- committed to putting the best interests of the child first
- willing to be trained for the job
- free of any potential conflict of interest
- willing to accept that, during the training period, it may become apparent that you are not suited to the role

What will Volunteers do?

No two situations will be the same, and so it is only possible to indicate the general range of requirements which you may be called upon to deliver.

As a Volunteer, you may be asked to:

- listen to parents
- encourage parents to say what they feel and do so with confidence
- provide information about Special Educational Needs processes and procedures
- information about health and social care services and provisions.
- provide information about, or contact, other appropriate sources of information
- explain the terminology
- assist with writing letters or completing forms
- assist with telephone calls
- sit in on meetings with professionals such as teachers or psychologists and be prepared to speak for parents in some circumstances
- provide parents with the information to enable them to make appropriate choices over action

In addition:

You may be asked to be the Named Person.

If you feel that you would like to join this initiative, please complete the attached application form and return it to:

Ablavi Dagbo
Barnet SendIASS
2 Bristol Avenue
London NW9 4EW
Ablavi.dagbo@barnet.gov.uk
Email: sendiass@barnet.gov.uk

BARNET Sendiass
APPLICATION FORM

Name: Please print	Mr/Mrs/Ms/Other:
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Any other names used (ie, maiden name if married): Please print

Address:

Telephone number	Email
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Date of birth:

Relevant qualifications or training:

Relevant experience:

First language:	Other(s):
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Referees:	
1	2

Statement in support of your application:

Because of the nature of this work, applicants will be subject to a DBS check.

At the end of the training course, you will be asked to sign an agreement which sets out the range of responsibilities and the limits on activities which Sendiass Volunteers will be able to carry out. These will have been clarified during the training course.

Signed:

Date:

Please return the completed form to:

Ablavi Dagbo
Barnet Sendiass Manager
2 Bristol Avenue
London NW9 4EW
Email: ablavi.dagbo@barnet.gov.uk
Sendiass@barnet.gov.uk

Sendiass Volunteer's Agreement

Accountable to:
Sendiass Manager

Based in:
Barnet Council office 2, Bristol Avenue
NW9 4EW

Purpose & Objectives of Post:

to empower parents/carers with information, advice, and support so they can take the lead role in supporting their children through the education system.

Assist Sendiass caseworkers with different elements of complex referrals as appropriate and as directed.

Be the named person and, manage small caseload of more straight forward cases (level 1,2 referrals)

Responsibilities:

To keep detail and accurate record of all work undertaken with or on behalf of parents/carers/yp in accordance with guidelines provided.

To dispose of confidential papers via the Parent Partnership Co-Ordinator.

To keep accurate records of allowed expenses.

Conditions of Service:

1. To attend initial training and subsequent training sessions whilst volunteering.
2. To treat information about families gained whilst training or working as a volunteer completely confidential.
3. To maintain contact with the Manager and inform the Manager of any situation in which they are acting as Volunteers for Sendiass even if the referral did not come via the Manager.
4. To be actively involved in group support meetings.
5. To treat all parents with courtesy and understanding and give the same level of support regardless of race, colour, ethnic origin, age, disability, gender, sexual orientation, marital status, or family responsibility.

I understand the information above and agree to abide by the conditions for volunteering.

Signed:

Date: