

PARENT CARERS TOGETHER



Bournemouth Christchurch Poole

the voice of parent carers of young people with
special educational needs and disabilities

Outreach Volunteer Role Description

Main purpose

Outreach volunteers support outreach visits to education settings, support groups and other organisations. They also run information stalls at third-party events. They may set up and run Parent Carers Together coffee mornings. The purpose of our outreach programme is to publicise the existence of Parent Carers Together, expand Parent Carers Together membership, reach out to underrepresented groups, facilitate peer support and information sharing, and gather feedback from parent carers about local services.

Main activities

- Set up the room or information stall (if attending an event)
- Give a brief explanation of Parent Carers Together – who we are and what we do
- Encourage parent carers to sign up as members, ideally via our website
- Offer refreshments
- Hand out Parent Carers Together information material, e.g., newsletters, membership forms
- Talk to parent carers about their issues, whilst being careful not to criticise specific staff members, services or settings
- Encourage and facilitate group discussions
- In response to enquiries, give simple information and signpost to support where appropriate. If unable to provide the information needed, pass the enquiry on to the steering

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- group to follow-up
- Tidy up at the end of the session
- Log parent carer feedback via the feedback form

Skills and experience

- Diplomatic
- Non-judgmental
- Supportive
- Friendly
- Good listener
- Able to maintain confidentiality
- Reliable

Training provision

- Volunteer induction

Availability

- 2-3 hours per month during school hours, term-time only
(less frequent is fine)

Location

- Venues across Bournemouth, Christchurch and Poole

Amended March 2023