

Community Navigator & Admin Support Post

Employer: Parent and Carer Council (Shropshire) also known as PACC.

PACC is currently an unincorporated organisation. PACC has plans to transfer to a Charitable Incorporated Association (CIO) in the next 12 months and it is expected the role will transfer to the new CIO.

Contract: 3-year fixed term, funded by National Lottery Community Fund - 15 hours for 39 weeks (term time as determined by Shropshire Council).

Salary range - £8,333*

*The salary includes a rolled-up payment for statutory annual leave entitlement calculated at 12.07% of your annual working hours. Any leave taken required in term time is managed through flexible working and at the discretion of the line manager.

About the role: The PACC Community Navigator service is available as part of PACC's Community Support Offer. Offering personalised signposting and Information Provision for families of 0-25-year old's with SEND in Shropshire. Whether a child/ young person already has identified needs, or needs are emerging, PACC's Navigator Service talks families through support and options available for their child/ young person with SEND and signposts them to services that may be of benefit on their SEND journey.

The Navigator service provides information on Education, Health and Social Care, including information on navigating services, accessing support and opportunities.

Key Responsibilities:

- Providing Parent Carers of 0–25-year old's with personalised signposting and information provision in the Shropshire SEND Community.
- Providing essential administrative support, managing day-to-day administrative tasks- including data entry, updating records and maintaining a productive work environment.
- Raising awareness of the service at public facing events and open days.

Key Tasks:

- Having 1:1 conversations via Teams or a phone call with Parent Carers, enabling them to make informed decisions to navigate their child/ young person's journey, providing information and resources via email.
- Keeping records of conversations and signposting in line with GDPR requirements.
- Attending community events and open days to promote the service
- Support the Project Manager to gather feedback on project delivery and impact.
- Provide administrative support in the planning, delivery and support of activities.

Essential Experience:

- Lived experience as a parent or family carer and/or relevant professional experience working with disabled people and/or the parent/family carer community.
- Strong people skills, relationship building, engaging with others.
- Excellent interpersonal skills to build relationships and trust within the community.
- Understanding of safeguarding and the additional vulnerabilities of disabled children and young people.
- Understanding of the importance of maintaining professional boundaries, confidentiality and basic principles of data protection law.
- Experience of using Microsoft applications in particular Microsoft Forms, Outlook, Word and Excel.
- Knowledge of the Education, Health and Social Care system and SEND processes.
- Working in a high-pressure environment to tight timescales.
- Understanding of equality/equity, diversity and inclusion.

Desirable skills:

- Understanding of co-production and parent carer participation
- Experience in a support, advice or community-based role.

Benefits:

- Flexible working hours and part year working
- Work from home

Due to the nature of the role working with families from the SEND community a basic DBS check and references are required, which will be undertaken by and paid for by the organisation.

Closing Date for applications: Sunday 12th April at 5pm. With interviews being held online w/c Monday 20th April.

To Apply: Please email your CV and a cover letter to Abi@paccshropshire.org.uk