

Volunteer SEND Advisor Opportunity



About SEND Empowerment Advocacy

SEND Empowerment Advocacy is a national, community-led service supporting families of children and young people with Special Educational Needs and Disabilities (SEND) across England.

Our mission is to empower parents and carers with the knowledge, confidence, and practical tools they need to navigate the SEND system - ensuring that every child and young person receives the education and support they are legally entitled to.

We understand how overwhelming the SEND process can feel, from early concerns in school through to Education, Health and Care Plans (EHCPs), annual reviews, and appeals. That's why we provide free, compassionate, and expert advocacy support to families at every stage of their journey.

Our experienced team of SEND Advisors offer support with:

- Requesting and navigating EHC Needs Assessments
- Reviewing EHCP drafts and suggesting lawful, needs-based amendments
- Supporting Annual Reviews and transition planning
- Advising on SEND law, rights, and procedures
- Empowering families to communicate effectively with schools and local authorities

All our services are completely free of charge, because every family deserves access to clear, accurate information and dedicated advocacy, regardless of financial circumstance.

What began as a small community initiative has grown into a national network, supporting families across England through one-to-one advocacy, and online parent groups. We are currently operating as a community organisation.

At SEND Empowerment Advocacy, our work is guided by compassion, empowerment, and integrity. We stand beside families to ensure their voices are heard, their rights upheld, and their children's needs recognised.

Do you already have a strong understanding of SEND processes and law? Would you like to use your knowledge and expertise to empower families and make a tangible difference to children and young people with SEND?

We are looking for passionate, experienced Volunteer SEND Advisors to join our growing team at SEND Empowerment Advocacy. You will work alongside dedicated advisors, admin team and parent networkers to support families navigating the complexities of the SEND system.

About the Role

As a Volunteer SEND Advisor, you will provide direct support to parents and carers of children and young people with Special Educational Needs and Disabilities (SEND). This role is ideal for individuals who already have some experience of SEND processes - whether through professional roles (education, health, or social care), advocacy, or lived experience.

You will help families understand their rights, review EHCPs, support with EHC Needs Assessments, and provide guidance on issues such as SEN support, Annual Reviews, and appeals.

You'll also use our new CRM System to record all interactions with families, ensuring transparency, safeguarding, and consistent quality of service across the organisation.

This is a flexible volunteer position, allowing you to contribute your time and skills in a way that fits around your existing commitments. We do ask that you check your email account daily (Monday-Friday) to check for any case allocations, or emails from clients.

Key Responsibilities

- ➔ Provide informed advice and advocacy support to parents and carers.
- ➔ Assist families with EHCP-related matters, including reviewing draft plans and supporting requests for assessments.
- ➔ Attend (virtually or in person) meetings with schools or local authorities where appropriate.
- ➔ Record all casework, contacts, and updates in our Case Note Management System in line with SEND Empowerment's procedures.
- ➔ Liaise with the SEND Empowerment admin team to confirm capacity for taking new cases.
- ➔ Maintain confidentiality and adhere to safeguarding policies at all times.
- ➔ Participate in regular supervision sessions and team meetings for support and development.
- ➔ Attend our monthly online parent group sessions when possible.

Skills and Experience We're Looking For

- ➔ Prior experience in SEND advocacy, education, or related work.
- ➔ Strong knowledge of the EHCP process and SEND Code of Practice.
- ➔ Excellent communication, organisation, and empathy when working with families.

- ➔ Ability to maintain accurate records using digital systems (training provided).
- ➔ A collaborative mindset , willing to share knowledge and support other advisors.
- ➔ Commitment to responding promptly to admin communications (even if unavailable for a case).
- ➔ IPSEA SEND Law training

Support & Development

Although this role is designed for experienced volunteers, you'll still receive:

- ➔ Ongoing supervision and support
- ➔ Access to continuing professional development (CPD) opportunities.
- ➔ Peer support within our team
- ➔ Guidance in using our new CRM System to record and track your casework efficiently.

Commitment & Flexibility

- ➔ Flexible volunteer hours to suit your availability.
- ➔ No minimum weekly hours, but regular communication is essential.
- ➔ You can accept or decline cases depending on your workload.
- ➔ We ask all volunteers to check emails daily and respond within 24 hours to admin messages.
- ➔ A minimum of 2 new support tickets each week

What You'll Gain

- ➔ The opportunity to use your experience to directly empower and support families.
- ➔ Professional development through supervision, collaboration, and ongoing CPD.
- ➔ A meaningful volunteer role making a real impact within the SEND community.
- ➔ The satisfaction of helping families feel informed, heard, and supported.

Volunteer SEND Advisor Application Form

Full Name: _____

Email Address: _____

Date of Birth: _____

Phone Number: _____

Location (Town/Area): _____

1. Please tell us about your experience with SEND and/or advocacy work.

(Include professional, voluntary, or lived experience.)

2. What motivates you to volunteer as a SEND Advocate with SEND Empowerment?

3. Please summarise your knowledge of the EHCP process and SEND law.

4. Are you currently working or volunteering in any other SEND-related roles which may be a conflict of interest?

☐ Yes ☐ No

If yes, please provide brief details:

5. How many hours per week (on average) could you offer to this role?

☐ 1–3 hrs ☐ 4–6 hrs ☐ 7+ hrs ☐ Flexible

6. Do you have access to a computer/laptop and reliable internet connection for case recording and communication?

☐ Yes ☐ No

7. References (please provide names and contact details for two referees, if available):

1. _____

2. _____

8. Do you have any additional support or accessibility needs you would like us to be aware of?

9. Do you have any qualifications or certificates on completed courses? (Please attach to you application form.)

10. Do you have an up to date DBS Check?

☐ Yes

☐ No

Declaration:

I confirm that the information provided is accurate to the best of my knowledge.

Signature: _____ Date: _____