**Leeds Parent Carer Forum – Job Pack  
Parent Carer Engagement Officer**

**Job Title:** Leeds Parent Carer Forum’s Parent Carer Engagement Officer  
**Reporting to:** Leeds Parent Carer Chair & SNAPS Chief Executive (SNAPS is Leeds PCF’s host charity)  
**Salary:**  £13 per hour   
**Hours of Work:** Two roles of 6 hours a week in term time (39 weeks a year) or 1 role delivering 12 hours a week in term time (39 weeks a year). Flexible times.  
**Place of Work:**  Home Based but will need to attend regular engagement events across Leeds.  
**Contract:** 12 months   
**Transport:**  Access to your own car and driving licence would be beneficial to allow for city wide travel

**Leeds Parent Carer Forum**

Parent Carer Forums (PCFs) play a vital role in representing the voices of families with children who have special educational needs and disabilities (SEND). Leeds PCF was created 2 years ago and is currently run solely by volunteer parent carers. However, to truly empower parent carers, foster inclusive engagement, and ensure their voices are effectively represented in decision-making processes, we need a dedicated Parent Carer Engagement Officer. This role is instrumental in ensuring all voices are heard and impactful change is realised.

Parent carers often face significant barriers to engagement, including time constraints, emotional exhaustion, and a lack of accessible information. Without a dedicated resource Leeds PCF is struggling to reach many parent carers who are left feeling isolated and disengaged, which leads to missed opportunities for collaboration and advocacy. This gap limits the potential for us to fulfil our mission of shaping services that meet the real needs of SEND families across Leeds.

This new role will help Leeds PCF bridge the gap, engage with hard-to-reach parent/carers and more effectively represent their voices at a strategic level.

SNAPS is a supportive and inclusive employer, and this role would suit a parent/carer allowing the person to fit work around school hours and school holidays.

We are looking for someone who loves meeting new people and building relationships. The successful candidate will be organised, committed and a self-starter who can get out into the Leeds community to understand the issues facing parent carers of SEND children. In return, SNAPS and Leeds PCF offers a flexible, supportive and fun working environment in a charity that is changing the lives of families who have children with additional needs. SNAPS and Leeds PCF pride ourselves on working in partnership with our staff to ensure that we support our team to have a good work/life balance. We empower our team to manage their own workload whilst striving to ensure that they have the support they need to feel happy and valued in their role.

**How to Apply**

For more information or to apply please send a completed application form to [lucy@snapsyorkshire.org](mailto:lucy@snapsyorkshire.org) The closing date for application is Tuesday 4th March 2025 – **please state in your application if you are looking for 6 hours a week or 12 hours a week.** Interviews will take place on Thursday 20th March 2025 with the role starting as soon as possible after this time. We hope the successful candidate(s) will be able to attend the Leeds Local Offer event on 26th March.

**Main Duties**

To work with the Steering Group of Leeds PCF and the host organisation, SNAPS, to engage with a wider cross section of Leeds’ parent carers of SEND children. The following tasks will be required:

* **Strengthen Outreach**: Actively connect with hard-to-reach families, ensuring diverse representation within the forum.
  + Organise events for parent carers to attend to engage and inform
  + Work with partner organisations to attend third part events to gather voice
  + Be creative in new ways to engage with parent carers
  + Make use of social media to engage with parent carers
  + Use multiple platforms and events to improve Leeds PCF’s outreach and ability to gather parent carer voice
* **Build Relationships**: Foster trust and collaboration between parent carers and local authorities, health services, and education providers.
  + Working with a side variety of parent carers it is imperative that the successful candidates are trusted by parent carers
  + These roles will engage with schools, charities and grass roots organisations to go to hard-to-reach parent carers and build relationships in those trusted environments
  + To support the facilitation of the Parent Carer Network and liaise with other parents support groups, to ensure the Leeds PCF is advertised to these groups
* **Facilitate Communication**: Provide accessible, transparent, and regular updates to keep parent carers informed about policy changes, consultations, and service developments.
  + Two-way communication is key to building trust and these roles will have the perfect opportunity to keep parent carers informed of activity that the PCF is part of at a strategic level
  + To promote the activities of Leeds PCF across all partners and communities
* **Empower Voices**: Actively listen to parent carer views and ensure these are heard at a strategic level.
  + This role must provide a neutral listening ear for parent carers to allow them to give their honest views on the services and support they access or need to access
* **Promote Inclusion**: Ensure Leeds PCF is accessible, culturally sensitive, and reflective of the diverse communities we have in Leeds.
  + Key to these roles is hearing voice of the harder to reach communities. The successful candidate will need to be flexible and adapt their approach in different circumstances
  + To work with the Leeds PCF steering group to organise meetings and events designed to promote Leeds PCF and facilitate communication between statutory and voluntary services and parent/carers of SEND children and young people
  + To work creatively to ensure that parent participation activities are as inclusive as possible and reflect the full diversity of Leeds PCF, seeking to increase membership of hard-to-reach communities.
* **Monitoring:** To contribute to the monitoring requirements of the organisation
  + To attend Leeds PCF meetings as required and report on the activities delivered and attended
* **Additional Support:** To carry our any other duties that are within the scope, spirit and purpose of the position as required.
  + Leeds PCF is led by a small but dedicated group of volunteers. Everyone is part of a team that supports and encourages each other to thrive.
  + All members of staff are expected to participate in appropriate team meetings held to discuss particular topics. Staff are also expected to attend training events relevant to their specific responsibilities.

The role will:

* **Enhance Representation**: By increasing the participation of underrepresented groups, the forum will reflect the true breadth of parent carer experiences across Leeds.
* **Drive Systemic Change**: Amplified parent carer voices will result in increased power in numbers and therefore drive better-informed decision-making, improving SEND services for all.
* **Build Community Resilience**: A more engaged and empowered parent carer community is better equipped to navigate challenges and support one another.

**Person Specification**

The person appointed will be expected to have the key essential skills, knowledge and experience listed below. The items under the heading ‘desirable attributes’ will also be useful for the post holder. However, candidates who do not have these desirable attributes should not be deterred from applying.

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| **Job Title:** | **Leeds Parent Carer Forum Engagement Officer** |
| **Essential skills, knowledge, and experience** | Knowledge and experience of the issues and concerns that affect families who have SEND children e.g., benefits, leisure provision, education, respite care. |
| Ability to communicate clearly with a wide range of people especially parents/carers, children and colleagues from other voluntary and statutory organisations. |
| Strong interpersonal skills demonstrating diplomacy, tact, influencing and assertiveness. |
| Networking skills - an ability to get to know and build trust in others. |
| Ability to gather voice from a wide variety of people and create anonymous reports understanding themes of areas of improvement and those that are working well. |
| Demonstrates excellent customer care. |
| An ability to exercise confidentiality and discretion |
| Demonstrates a patient and collaborative approach to problems |
| Ability to produce clear and concise written material which is accessible to a wide range of audiences |
| Excellent organisational and administrative skills e.g., familiarity with Microsoft Office programmes, good time management, ability to record and maintain accurate and up-to-date information. |
| Ability to work flexibly to meet the changing needs of the Forum |
| Ability to work on a variety of projects at any one time and work to deadlines. |
| Ability to manage a small budget with the support of SNAPS Finance Manager and the Steering Group’s Chair. |
| Ability to work in a small, busy team and to maintain effective communication with this team. |
| Self-motivating. The person appointed will receive direction from the PCF Steering Group and SNAPS Chief Executive but will also be expected to work on their own initiative and will need to feel comfortable with this. |
| Commitment to equal opportunity practice. |
| Knowledge or experience of consultation processes; understanding of the principles of participation and how to effectively engage parents of disabled children. |
| **Desirable skills, knowledge, and experience** | Demonstrable engagement experience. |
| Experience of working with and supporting families who have SEND children. |
| Knowledge or experience of consultation processes; understanding of the principles of participation and how to effectively engage parents of disabled children. |
|  | Event planning/administration experience |
| **Competencies** | **Accountability:** Delivers work on time to agreed standards |
| **Delivering results**: Understands the importance of targets and objectives |
| **Teamwork and collaboration:** Shares knowledge and experience with the team |
| **Relationship building:** Helpful, professional, and approachable in working with others |

The appointment will be subject to an enhanced DBS check and reference checks.