



Somerset Parent Carer Forum CIC Ltd.

The independent voice for families from birth to 25 with additional needs or disabilities

SEND Navigator Person Specification		
Specification	Essential	Desirable
Qualifications/ Training	• GCSE or equivalent pass in English and Maths • IT skills including Microsoft applications (word, outlook, teams and excel) • Willing to undertake training to be able to fulfil role	• Educated to A level or equivalent vocational experience.
Knowledge and experience	• Ability to work as part of a team • Experience of working with parent carers and/or an understanding of issues affecting their ability to support their children • Experience of using a CRM/database system	• Lived experience of being a parent carer of a child or young person with Special Educational Needs and/or Disabilities • Experience in working in an information advise or guidance role. • Experience of setting up a peer-to-peer support network • Use of outcome stars or similar software
Skills	• Good written and verbal communication • Excellent time management skills • Well-developed interpersonal skills with an ability to communicate with professionals, colleagues, and parent carers • Good listening skills • Ability to prioritise and multitask	• Skilled in networking and developing positive partnerships • Ability to use the internet and social media platforms with confidence



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	• Able to use own initiative and work on their own if needed	
Personal attributes	• Ability to build relationships quickly with parent carers • Ability to maintain confidentiality • Open and honest • Willingness to work with others in a solution focused way	
Additional requirements	• Flexibility in working hours when necessary. • Hold a full driving licence and have access to a vehicle	