



AoD Centre for Independent Living, Mo Mowlam House, Clem Atlee Court, London
SW67BF

Job Description

Job Title: Parent Carer Advocate (For Families of Children/young people with Disabilities).

Reporting to: Chief Executive Officer

Location: Hybrid. Home based and Various venues within Hammersmith and Fulham

Hours: 18 hours part time.

Salary: £31500 FTE

Contract: 8 months Fixed Term (with potential for extension)

Holidays: 28 days plus bank holidays (pro rata)

1. Purpose of the Role:

To provide accessible, inclusive advice and advocacy support to parents and carers of children with disabilities, helping them to understand their rights, access appropriate services, and feel empowered in decisions affecting their families.

The role is accountable to the Chief Executive Officer

Key Responsibilities:

- Individual Advice & Advocacy to parent/carers of disabled children aged 0-25 in the home (as appropriate) and community venues within Hammersmith and Fulham.

Support clients with issues such as:

- Accessing disability-related services
- Education Health and Care Plans (EHCPs)
- Accessing respite, short breaks, or care services
- Housing, transport, and social care queries
- Provide practical advocacy where needed (e.g. support at meetings, writing letters)
- Work in Partnership with other statutory and voluntary organisations to ensure disabled children and their families get the services they want and need.

2. Signposting and Referral

- Maintain up-to-date knowledge of local services.
- Signpost clients to appropriate statutory, voluntary or specialist services.
- Refer families to other projects within the organisation as appropriate.

3. Monitoring, Record Keeping and Reporting

- Record client interactions and outcomes accurately using our case management system.
- Collect data for evaluation and funding reports.
- Follow safeguarding, GDPR, and confidentiality policies.

4. Teamwork and Representation

- Attend team meetings and training.
- Represent the service at relevant forums or community events.
- Administrate and organise own work and ensure that it is accurate, meets quality targets, reasonable deadlines, monitoring, and reporting requirements.
- Work within an equal opportunities' framework.
- Provide feedback to help improve service delivery.

Any other task as needed by the role

Person Specification

Essential

- Experience in advice, advocacy, or casework roles
- Understanding of issues faced by parents of children with Disabilities/SEND
- Ability to communicate sensitively and clearly with vulnerable clients and build good working relationships
- Knowledge of relevant support systems (e.g. SEND, social care, transitions)
- Strong organisational and record-keeping skills
- Commitment to equality, inclusion, and safeguarding
- Skill to research information.
- Excellent IT skills including use of basic office software- word, excel, PowerPoint.
- Knowledge of relevant legislation and codes of practice.
- Willingness to travel within borough for meeting clients and professionals.

Desirable

1. Knowledge of local services and networks within Hammersmith and Fulham.
2. The postholder may need to occasionally work out of office hours, evening, or weekends, as necessary.
3. Bilingual/multilingual



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