

**Roz's story:**

Roz has been a long standing volunteer with our charity. We have asked her a few questions about her volunteering experience with EPC.

What inspired you to become a volunteer for EPC?

I chanced upon a stall held by EPC at the Enfield Show at the time that I was thinking about retiring. I had always worked and was worried about what I would do with my time – EPC provided the solution!

What was your situation and background before you became involved with volunteering?

Before I retired I had been a Mental Health Nurse for many years. I worked for Camden and Islington NHS Trust and rose from staff nurse to Assistant Director of Nursing.

How long have you been a volunteer?

I have been a volunteer with EPC since 2012, coming in once a week.

What voluntary work have you undertaken with EPC?

I started by attending 'Independent Supporter Training', over a period of three months which was led by the staff at EPC. This provided me with a thorough basis for the work I was about to become involved with – supporting the families, children and young people with learning needs in the educational system.

My ongoing role includes taking referrals from parents over the phone and entering the information on our data-base. I also help staff with complex cases, co-working with them.

What do you find most fulfilling about volunteering?

I enjoy talking to and supporting the parents who ring asking for help. I am able to use the skills and experience from my previous role as a mental health nurse

I also find being part of the EPC team enjoyable and fulfilling.

What kind of people have you met while volunteering?

I have met many different people while carrying out my volunteering role. While many of our clients are able to work with their child's school to ensure the educational needs are met, others have require more support at meetings, with paperwork and negotiating the system.

What would you say to someone who is thinking about becoming a volunteer?

If you find the right kind of volunteering role to suit you and your skills it can be a very rewarding experience.

How would you summarise your experience?

Every day is different, bringing a broad range of enquiries so that you are always learning and finding out new things which can be passed onto parents.