



# The ADD-vance ADHD and Autism Trust

Passionate about Understanding, Embracing and Celebrating Neurodiversity

## Job Description

<b>Job title</b>	<b>Helpdesk Support Worker</b>
<b>Reporting to</b>	<b>CEO</b>
<b>Contract</b>	<b>One year fixed term with potential extension if funding allows</b>
<b>Location</b>	<b>Hatfield office</b>
<b>Hours per week</b>	<b>Monday to Friday 9am – 2.30pm 27.5 hours per week</b>
<b>Pay</b>	<b>£10.50 - £11.95 per hour depending on experience</b>

### Main purpose of the role

- As part of the Neurodiversity Helpdesk team, to provide information and support to parents, carers and professionals who contact ADD-vance seeking help and guidance on issues surrounding neurodiversity
- To create and provide support plans for up to 3 weeks for parent / carers whose presenting needs may require additional input

### Main duties and responsibilities

- To work as part of the Neurodiversity Support Helpdesk team, acting as the first point of contact for professionals, parents and carers who approach ADD-vance for information and support
- To handle calls effectively, enabling those who call in crisis to feel heard and supported and to assist them in building strategies that work towards positive outcomes for themselves and their families
- To respond to email and Facebook Messenger requests from parents seeking additional support, either to divert them to the helpline or communicate with them in writing
- To signpost and refer to services both internal and external to ADD-vance that will meet identified needs
- Where required, to create and agree short term support plans (up to three weeks) with parents and carers to enable them to access appropriate services and engage with any other support they require
- To respond appropriately to enquiries from professionals and external agencies who are supporting people with ADHD, Autism and other neurodivergent conditions
- To input and maintain accurate records of all enquiries, signposting and support plans created

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Helpdesk: 01727 833963

Email: [herts@add-vance.org](mailto:herts@add-vance.org) Web: [www.add-vance.org](http://www.add-vance.org)

- To write up case studies and report accurately to senior management and funders on service provision
- To maintain high levels of confidentiality across the service provided
- To have an excellent understanding of Safeguarding and report any concerns to the Safeguarding Lead when required
- To liaise and network with external agencies, for example other voluntary organisations and HCC

### **Other Duties**

- Work as part of the office team, deputising for colleagues, and willingness to accept any other reasonable additional tasks to ensure the smooth running of the office
- Support the office team in maintaining the library resources and keeping it tidy
- Comply with all ADD-vance policies, including health and safety requirements – reporting any issues to HCF Facilities management or the CEO as appropriate
- Attend regular team meetings, either in person or by Zoom as required
- Liaise with other team members within ADD-vance including coaches and trainers to answer specific questions and stay-up-to-date with latest developments in Hertfordshire



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## Person Specification

The specific experience, knowledge, skills, qualifications and attributes that are needed for this role

<p><b>Experience</b></p>	<ul style="list-style-type: none"> <li>● Working with parents/carers of neurodivergent children</li> <li>● Creating and delivering support plans</li> <li>● Working with multiple different agencies to broker support for families</li> <li>● Working in an office environment</li> <li>● Experience of taking calls from members of the public or working with them face to face in a relatable role</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>● Experience of working on a helpline in an emotionally pressured environment</li> <li>● Experience of working within a charity</li> </ul>
<p><b>Knowledge &amp; technical skills</b></p>	<ul style="list-style-type: none"> <li>● Excellent understanding of ADHD and Autism and the issues that neurodivergent individuals and families face</li> <li>● Willingness to learn and increase your knowledge around neurodiverse conditions</li> <li>● Excellent knowledge of local SEN support networks and how to access these</li> <li>● Excellent communication skills both verbally and in writing</li> <li>● Strong organisational skills, good record keeping skills, self-supporting and good at problem solving</li> <li>● Good working knowledge of IT – Word, Excel, websites, internet etc</li> <li>● Ability to plan, prioritise and manage own workload and deadlines</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>● Up to date understanding of safeguarding issues – training will be given</li> </ul>
<p><b>Personal Attributes</b></p>	<ul style="list-style-type: none"> <li>● Excellent listening skills alongside an exemplary telephone manner and people skills,</li> <li>● Highly motivated, organised self-starter</li> <li>● Genuine desire to make a positive impact in the lives of neurodivergent families and willingness to offer advice from first-hand experience of supporting neurodivergent children</li> <li>● Able to work under pressure and manage priorities as well as multi-task</li> <li>● Ability and desire to provide service users with an outstanding service, whilst maintaining awareness of professional boundaries</li> <li>● Excellent attention to detail</li> <li>● Able to accept feedback and identify personal training needs</li> <li>● Able to co-operate effectively as part of a team</li> <li>● Able to adhere to agreed hours of working; and complete projects in a timely and accurate manner</li> <li>● Ability to maintain confidentiality and work flexibly</li> </ul>

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<b>Education and Qualifications</b>	<b>Desirable</b> <ul style="list-style-type: none"><li>• Qualifications in relevant subject such as psychology, counselling, mediation, coaching, social work or similar</li></ul>
<b>Other</b>	<ul style="list-style-type: none"><li>• Able to work from office in Hatfield and travel locally within Hertfordshire from time to time if required</li><li>• Able to show flexibility to take on other projects and duties, as required</li></ul>