



The ADD-vance ADHD and Autism Trust

Passionate about Understanding, Embracing and Celebrating Neurodiversity

Job Description

Job title	Neurodiversity Support Hub Manager
Reporting to	CEO
Contract	Three-year fixed term with potential extension if funding allows
Location	Hatfield office – Office based role only
Hours	Monday to Friday 9am – 2.30pm (27.5 hours per week)
Salary	£22,165 - £24,310 Pro rata'd (£30,225 - £33,150 FTE)
Annual Leave	5 Weeks per annum plus bank holidays

Main purpose of the role

- Manage the provision of the Neurodiversity Support Hub ensuring that all team members can perform their roles to a high standard, including line management of the subcontracted 121 support worker
- As part of the Neurodiversity Support Hub 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 action plans for parent/carers whose presenting needs may require additional input

Main duties and responsibilities

- Lead and manage the Neurodiversity Support Hub team. Manage the service ensuring that all team members handle calls effectively and without judgement; 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
- Alongside commissioners and senior management team, develop the Neurodiversity Support Hub service to ensure that it continues to meet changing demands
- Have an excellent understanding of safeguarding and be the first point of contact for any safeguarding issues within the service, reporting to the Designated Safeguarding Lead as necessary
- Input and maintain accurate records of all enquiries, signposting and support plans created, ensuring a fair distribution of work across the team
- Ensure that the helpline is adequately staffed at all times to meet demand, covering for colleagues when required
- Alongside senior management, to oversee induction processes and ensure new team members are integrated into the team, supported, trained and mentored to understand their roles and able to fulfil their individual potential
- Write up case studies and report accurately to senior management and funders on service provision

- Maintain high levels of confidentiality across the service provided
- Create opportunities for the hub team to debrief on a regular basis, especially after particularly stressful calls
- Feedback to senior management as appropriate on any issues pertaining to the team or external agencies that may have an impact on the support hub or other ADD-vance services
- Liaise and network with external agencies, for example other voluntary organisations and Hertfordshire County Council presenting on the Neurodiversity Support Hub when required and capacity allows

As part of the helpline team:

- 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 action plans with parents and carers to enable them to access appropriate services and engage with any other support they require
- Refer to the 121 support worker where longer term support is required for more vulnerable parents and carers
- To respond to email, WhatsApp and Facebook Messenger requests from parents seeking additional support; either to divert them to the helpline or communicate with them in writing
- Respond appropriately to enquiries from professionals and external agencies who are supporting people with ADHD, Autism and other neurodivergent conditions

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
- Stay up to date with latest developments in neurodiversity and in the services offered in Hertfordshire, feeding back to other team members as appropriate

Registered Office: Foundation House, 2-4 Forum Place, Hatfield, Hertfordshire AL10 0RN

Helpdesk: 01727 833963

Email: herts@add-vance.org

Web: www.add-vance.org

Person Specification

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

<p>Experience</p>	<ul style="list-style-type: none"> ● Managing a small team, leading by example and managing change effectively ● Working in partnership with local commissioning teams ● Creating reports for funders and presenting outcomes ● Working with parents/carers of neurodivergent children ● Creating and delivering support plans ● Working with multiple different agencies to broker support for families ● Working in an office environment ● Experience of taking calls from members of the public or working with them face to face in a relatable role <p>Desirable</p> <ul style="list-style-type: none"> ● Experience of working on a helpline in an emotionally pressured environment ● Experience of working within a charity
<p>Knowledge & technical skills</p>	<ul style="list-style-type: none"> ● Excellent understanding of ADHD and Autism and the issues that neurodivergent individuals and families face ● Willingness to learn and increase your knowledge around neurodivergent conditions ● Detailed knowledge of safeguarding and how and when to report to statutory authorities ● Excellent knowledge of local SEN support networks and how to access these ● Excellent communication skills both verbally and in writing ● Strong organisational skills, good record keeping skills, self-supporting and good at problem solving ● Excellent presentation skills ● Good working knowledge of IT – Word, Excel, websites, internet etc ● Ability to plan, prioritise and manage own workload and deadlines <p>Desirable</p> <ul style="list-style-type: none"> ● Up-to-date understanding of safeguarding issues – training will be given

Personal Attributes	<ul style="list-style-type: none"> ● Excellent listening skills alongside an exemplary telephone manner and people skills ● Highly motivated, organised self-starter ● 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 ● Able to work under pressure and manage priorities as well as multi-task ● Ability and desire to provide service users with an outstanding service, whilst maintaining awareness of professional boundaries ● Excellent attention to detail ● Able to accept feedback and identify personal training needs ● Able to lead and to co-operate effectively as part of a team ● Able to adhere to agreed hours of working, and complete projects in a timely and accurate manner ● Ability to maintain confidentiality and work flexibly, being able to occasionally cover evening call backs if required
Education and Qualifications	Desirable <ul style="list-style-type: none"> ● Qualification in management ● Qualifications in relevant subject such as psychology, counselling, mediation, coaching, social work or similar
Other	<ul style="list-style-type: none"> ● Able to work from office in Hatfield and travel locally within Hertfordshire from time to time if required ● Able to show flexibility to take on other projects and duties, as required