



The ADD-vance ADHD and Autism Trust

Passionate about Understanding, Embracing and Celebrating Neurodiversity

Job Description

Job title	Neurodiversity Support Hub Helpdesk Worker - Term time only
Reporting to	Neurodiversity Hub Manager
Contract	Permanent
Location	Hatfield office – Office based role
Hours	Part-time, Term time only - Monday to Friday, to cover helpline hours 9am – 2.30pm (role includes occasional evening work from home on rota basis – expected to be twice every half term)
Pay	£25,838 - £28,275 FTE – (Actual salary will be pro-rata'd and dependent on hours worked and experience)
Annual Leave	5 Weeks per annum plus Bank Holidays to be taken within school holidays

Main purpose of the role

- As a vital member of the Neurodiversity Support Hub Helpdesk team, you will act as a trusted first point of contact - offering expert advice, information, and a compassionate listening ear to parents, carers, and professionals navigating neurodiversity.
- Focusing on helping parents, carers and professionals to support neurodivergent children and young people, you will empower families by creating tailored, short-term action plans. The plans will guide families through complex challenges and connect them with further support both through internal ADD-vance provisions and external local services across Hertfordshire.
- Additionally, you will represent ADD-vance in the community through school visits, marketplace events, and online group facilitation.

Main duties and responsibilities

- To work as part of the Neurodiversity Support Helpdesk team, acting as the first point of contact for parents, carers and professionals 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, WhatsApp and Facebook Messenger posts from parents seeking additional support
- To signpost and refer to services both internal and external to ADD-vance that will meet the needs identified when a parent/carers or professional contacts ADD-vance via the Neurodiversity Support Hub

- 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, following up with parents and carers who are more vulnerable, checking they have been able to access support
- Refer to the Specialist Support Practitioners for 1:1 support where longer term support is required for more vulnerable parents and carers
- To respond appropriately to enquiries from professionals and external agencies who are supporting neurodivergent individuals including those who are Autistic, ADHD or have other neurodivergent conditions, Giving accurate, up to date support and information about services available and how to access them
- On an ad hoc basis, attend Multi-Agency Marketplace Events for parents and carers across Hertfordshire, hosting information stands and represent ADD-vance by engaging directly with families
- Alongside ADD-vance team members, to host online Support Groups as required
- To input and maintain accurate records of all enquiries, signposting and support plans created
- To write up case studies and report accurately to senior management and funders on service provision as required
- As part of the office team to support parents, carers and young people when they come into the office for Qb checks and other support services
- To maintain high levels of confidentiality across the service provided
- To have an excellent understanding of Safeguarding and report any concerns to the Designated Safeguarding Leads as 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
- Stay up to date with latest developments in neurodiversity and in the services offered in Hertfordshire, feeding back to other team members as appropriate.

Person Specification

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

- **C: Covering letter / CV**
- **I: Interview / Recruitment day**
- **T: Practical Exercise / Task (e.g., written response or roleplay scenario)**

Requirement	Assessment Method
Lived and Professional Experience Essential • Professional or lived experience of neurodivergence gained through caring for a child/family member with ADHD, Autism or related conditions • Experience of working or volunteering in a frontline support role (e.g. helpdesk, advice line, customer support or community outreach) • Experience of providing support to distressed individuals who are in crisis, using active listening and de-escalation skills • Experience of delivering co-created, practical support plans and strategies for families with complex or emerging support needs • Experience of working with multiple different agencies to broker support for families Desirable • Experience of working within a charity or in partnership with Hertfordshire County Council • Experience of hosting information stands, attending coffee mornings and multi agency events • Experience of hosting / facilitating support groups	C/I C/I C/I C/I C/I C C/I C/I
Skills and Competencies Essential • Neuro-affirming communication skills - offering warm, non-judgemental empathetic support via phone, and in writing via email and social media channels • Strong active listening skills with the ability to hold a calm space and validate complex feelings for distressed parents and carers who contact ADD-vance when in crisis • Ability to recognise safeguarding risks and escalate concerns promptly to the Designated Safeguarding Leads`	C/T T I/T

• Proficiency in Google Workspace, Microsoft Office, CRM/ Databases and able to use digital messaging platforms such as WhatsApp and Messenger • Strong time management skills with the ability to work under pressure and manage competing priorities • High degree of empathy, patience, integrity and ability to adhere to strict confidentiality (GDPR) • Ability to accept feedback and identify personal training needs • Ability to work independently and as part of a team to deliver high quality services Desirable • Experience of hosting outreach events • Experience of attending and supporting school coffee mornings	C/T C/I I/T I I/T C C
Knowledge and Understanding Essential • Excellent understanding of ADHD, Autism and co-occurring conditions and the issues that neurodivergent individuals and their families face • Excellent knowledge of Hertfordshire's SEN provision and the support networks available and how to access these • Desire to increase personal understanding of neurodivergence and keep up to date with latest research within the field • Understanding of the core services offered by ADD-vance Desirable • Working knowledge and understanding of the EHCP process • Familiarity with SEN support ordinarily available in Schools	C/I I/T I I C/I C/I
Qualification and Education Essential • Good standard of education (e.g. GCSE grade C/4 or above in English and maths or equivalent vocational qualifications / experience) • Up to date qualification in Safeguarding (or willingness to complete) Desirable • Professional qualification in a relevant discipline (e.g. Health, Social Care, Psychology, Counselling, Coaching, Mediation, Social Work or similar)	C C C
Other • Able to work from the office in Hatfield	I

• Ability and willingness to travel locally as and when required • Flexible in taking on additional projects duties from time to time as required by the charity	
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To apply for this role, please send your CV with a covering letter stating how you fulfill the person specification to jobapplications@add-vance.org by the closing date of 9am on Wednesday 16th September 2026.

We will be running a recruitment day on Wednesday 23rd September in Hatfield for candidates that have been shortlisted.