

Specialist Adult Autism Advisor

Centre for ADHD & Autism Support

2nd Floor, Television House, 269 Field End Road, Eastcote, HA4 9XA

Registered Charity Number 1080795



Job Description

Job Title:	Specialist Adult Autism Advisor
Terms:	35hrs per week Permanent Flexible hours: evening and weekend work is required, and the hours may differ each week, depending on the activity that is being undertaken. Additional project work may be available on an ad-hoc basis.
Salary:	£32,000 - £33,000 FTE per annum (dependent on experience)
Accountability:	Reports to the Adult Autism Team Lead
Location:	Offices based at Television House, 269 Field End Road, Eastcote, HA4 9XA, with some days based on location in NW London boroughs, and some potential for home working.

Job Summary

CAAS provide the Autism Support and Advice Service for the 8 boroughs of NW London, from our base in Eastcote, with a team of Specialist Autism Advisors.

In general, the role will provide information, advice, and support to autistic adults in NW London, with the aim of improving quality of life and developing autism-aware communities. Some of the support is offered through one2one meetings, and some of the support is provided through groups and courses which aim to increase understanding and awareness, and provide opportunities for peer support.

There is no requirement for any experience of, or understanding of autism / autistic adults, as we will provide training on the condition. This role will best suit someone who is very organised, who is able to task switch easily between mentoring work, group facilitation, public facing board meetings and administrative duties and who is able to work with a high number of clients each week in order to provide a sufficient number of appointments to meet our funder requirements.

The ideal candidate will possess experience working with vulnerable individuals and demonstrate confidence, composure during crises, quick thinking, and adaptability. A genuine acceptance of diversity and a keenness to learn are essential.

A significant part of the role will involve consultation and co-production with autistic adults to ensure that the service meets the needs and aspirations of our local autistic population.

This role would suit someone with Keyworker skills, Social Worker experience, Social Prescriber, Coaching or Mentoring skills.

Key Responsibilities – Supporting Autistic Adults

Client Support and Communication

- Conduct one-to-one support meetings in a coaching style, tailored to the needs of autistic adults.
 - Provide practical support with tasks such as making calls, filling out forms, applying for benefits, and planning their week.
 - Manage communications effectively, ensuring timely coordination around appointments.
 - Manage client phone calls with professionalism and care.
 - Attend in-person meetings with clients and third-party organisations to provide direct support.
 - Offer information and advice to assist clients in their daily challenges.
 - Consult with third-party professionals on behalf of the client.
 - Direct clients to additional support options and resources when needed.

Monitoring and Safeguarding

- Diligently record actions and monitor client progress using live reporting software.
- Establish clear boundaries and manage expectations regarding the scope of work to be undertaken.
- Assess and accommodate Reasonable Adjustment Requests to support individual client needs.
- Oversee risk and implement safeguarding measures to protect clients.
- Maintain confidentiality in line with GDPR, CAAS Policies, and good practice standards.

Resource Management

- Stay informed about local Borough services to provide current and comprehensive guidance.

Facilitation and Groups

Group Facilitation and Event Management

- Manage and facilitate a number of social groups and courses for up to 30 people, in-person or hybrid online.
- Efficiently set up and pack down group sessions.
- Manage logistics concerning room bookings and scheduling for group activities.
- Oversee risk management and implement safeguarding protocols to ensure a safe environment for all participants.
- Maintain confidentiality in line with GDPR, CAAS Policies, and good practice standards.
- Conduct ongoing monitoring and evaluation of group dynamics and attendance.
- Develop and review strategies to enhance group efficiency and effectiveness.
- Develop and create potential new groups.
- Create co-production meetings with prospective group attendees.

Marketing and Promotion

- Send timely reminders to group attendees, in line with individual communication preferences.
- Oversee the marketing and advertising strategies for group sessions and services, ensuring consistent promotion.

- Coordinate advertising projects through social media streams and mailouts to enhance organisational visibility.
- Promote CAAS Services to professional audiences, demonstrating the value and impact of the organisation's work.

Content Creation and Preparation

- Design and prepare PowerPoint presentations and other resources for group sessions and workshops where needed.

The specific groups may change depending on funding and take-up, and the groups can take place during weekends and evenings, so there is a need for the role to work flexibly, with differing work patterns each week.

Key Responsibilities – Liaison and Consultation

Training and Representation

- Conduct Autism training sessions for third-party professionals to support their development.
- Present CAAS Services to professional audiences, outlining support options and organisational goals.
- Serve as a representative of CAAS at Local Autism Boards to advocate for organisational interests and services, as well as to voice client concerns and ensure their needs are addressed.

Client Engagement

- Onboard new clients by verifying eligibility and, if necessary, directing them to alternative support services.
- Manage client expectations by clearly communicating the limitations of our services.
- Maintain and prioritise own caseload, as well as manage the waiting list efficiently.
- Utilise professional networks to extend outreach and engage a wider public audience.
- Understand and adapt to various communication and engagement styles, demonstrating sensitivity and patience to meet individual client needs.

Partnership Development and Networking

- Participate in co-production events to aid collaborative service development, including activities, events, and projects.
- Liaise with local professionals to create and sustain partnerships and coordinate services.
- Engage with statutory and volunteer services within the borough, such as health, social care, and social prescribing, to establish a support network.
- Attend charity events, networking promotions, and exhibitions to maintain and develop professional relationships.

Knowledge Management and Advocacy

- Remain up to date with all organisational services for accurate representation and consultation.
- Stay informed about existing support services in NW London.

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- Keep abreast of national and local trends and developments affecting autistic adults, identifying opportunities to raise awareness and develop suitable services and support.

Key Responsibilities - Organisational

Client Documentation and Communication

- Record all one-to-one client work accurately for proper documentation and follow-up.
- Verify and update client contact information to maintain accurate records.
- Provide written reports as required by professional agencies and CAAS.
- Handle incoming phone calls with professionalism, and direct calls to appropriate departments as needed.
- Enforce and comply with GDPR standards for all data handling and communications.
- Uphold a neuroaffirmative approach in all communications, aligning with brand language and aesthetics.

Diary Management and Email Correspondence

- Manage your diary by scheduling appointments, being clear on your availability and location of work, and organise administrative tasks, research initiatives, and meetings. Ensure appropriate email signatures are used to ensure consistency and brand alignment.
- Efficiently organise and prioritise emails and manage inbox to ensure timely responses.

Time Management and Compliance

- Diligently maintain personal timesheets to ensure an accurate record of work performed.
- Comply with policies, procedures, guidelines, and codes of practice as laid down by CAAS and the Law.

Professional Development and Team Collaboration

- Participate in monthly supervision to enhance service quality and personal development.
- Attend and contribute to weekly and monthly team meetings, offering insights and feedback.
- Attend staff training throughout the year to remain updated with best practices and organisational procedures.

Other Responsibilities

- To carry out other tasks appropriate to the post and as agreed with the Adult Autism Team Lead.
- To actively participate in and undertake training and development of self and others.

Please note job descriptions only reflect 80% of a role and are not an exhaustive list of duties. You are expected to carry out other activities that are within the scope of the role.

Person Specification - Essential

- Possess strong organisational skills with excellent time management abilities, crucial for handling a demanding workload, managing appointments, diaries, reminders for clients, making phone calls, and effectively communicating with external organisations on behalf of clients.
- Have clear and confident communication skills, capable of representing the organisation effectively both internally and externally, through in-person meetings, phone calls, and written communications.
- Demonstrate experience or knowledge of working with autistic individuals, including an understanding of the challenges faced.
- Be well-informed about reasonable adjustments, strategies, and coping mechanisms to support the needs of autistic people.
- Hold knowledge of Disability, Equality, and Adult Social Care Legislation, along with an understanding of data protection, safeguarding, equal opportunities, diversity legislation, and best practices.
- Show the ability to manage a diverse workload with competing demands and to develop professional relationships with relevant statutory and voluntary sector bodies.
- Exhibit the ability to monitor and evaluate work effectively.
- Possess strong oral and written communication skills, including the ability to write and present clear and comprehensive reports.
- Be proficient in computer software, as much of the work is managed through technology and computer systems.

Person Specification - Desirable

- Qualified facilitator / demonstrable experience in facilitating groups and delivering training.
- Voluntary Sector Experience.
- Counselling, facilitation, or coaching skills.

Equal Opportunities

CAAS recognises the positive value of diversity, promotes equity and challenges discrimination. We welcome and encourage job applications from people of all backgrounds, including applications from Black, Asian and Ethnic Minority communities, people who identify as having a disability, and LGB+, Trans and non-binary candidates.

We also recognise the value of flexible working, so will consider different types of flexibility (such as term time, annualised or compressed hours, and a minimum requirement of 60% working in the office for all staff), as well as the possibility of offering the role on a job share basis.

CAAS is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. The successful candidate will be required to undergo an enhanced DBS disclosure.