



15Telford & Wrekin

CVS

Involving, Inspiring, Supporting

Registered Office:

Suite 12 & 15
Hazledine House
Central Square
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TF3 4JL

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www.telfordandwrekin cvs.org.uk

TELFORD AUTISM HUB (CHILDREN 0-16) TEAM ASSISTANT – 18 hours per week

Fixed Term until 31 March 2024

About Telford & Wrekin CVS

Telford and Wrekin CVS aims to bring together organisations which are important in the life of the community so that they can work together effectively for the good of the area by:

- improving co-operation;
- expressing social needs;
- sharing information;
- helping to direct resources to areas of greatest need;
- promoting direct services;
- encouraging self-help.

It consists of representatives of voluntary and community organisations concerned with family welfare, disability, health, community affairs and amenities, together with representatives of the local authority and other statutory services.

It provides:

- Relevant information and support to voluntary and community organisations working across Telford.
- A variety of training to suit the needs of the voluntary and community sector.
- A recruitment and placement service for volunteers which also aims to develop good practice in volunteering, accredited by NCVO.
- Information and support to Parents/Carers of Children with Special Educational Needs.
- Information and support to Adult Carers and Young Carers.
- Information, advice and support to people aged over 16 living with Autism.
- A Community Café

The CVS is affiliated to the National Association for Voluntary and Community Action (NAVCA), the National Council for Voluntary Organisations (NCVO).

Telford and Wrekin CVS is a registered charity delivering contracts on behalf of the local public authorities and various funding bodies.

About Telford Autism Hub (for children and young people aged 0-16 years)

The Autism pathway is made up of several organisations and functions working together to provide a co-ordinated service to Children and Young People with Autism, and their families in Telford & Wrekin.

The service provides independent information and support to parents/carers and children and young people with autism. The Service provides children, young people and their parents and any other relevant partners, with the information and support necessary for families to have access to local pathways and to aspire to participate in their daily life.

About the Job

Post Title: Telford Autism Hub Team Assistant (children 0-16 years)

Responsible To: Children's Services Senior Manager

Job Purpose:

It is important that the postholder is able to exercise initiative, work conscientiously and respect the confidentiality of information relating to clients and staff.

A sympathetic, calm and efficient manner is required when dealing with clients. The Team Assistant must deal confidently with professional colleagues from Education, Health, Social Care and the voluntary and community sector.

- To support children and young people with autism and their parents.
- To facilitate and develop links to statutory and voluntary agencies for the benefit of children, young people, their parents and our service.
- To support and deliver the day to day delivery of the service provision

Main Duties and Responsibilities:

To promote the service and ensure it is accessible to people living in the Borough of Telford & Wrekin as follows: -

- Provide service users with high quality, impartial and accessible information, advice and support that are appropriate to their needs, extend their knowledge and maximises their involvement in decision making.
- Staff and manage the referral line; acting as the initial point of contact which includes:
 - Obtaining client details and brief outline of concerns.
 - Forwarding of referral information and related messages to the team.
 - Inputting of referral information onto the database.
- Signposting of clients to other agencies and providing basic information on support groups and organisations where appropriate.
- Using the database to organise mail shots, email distribution, facilitate the use of social media as an information platform.
- Collection and collation of statistics

- Carrying out evaluation exercises by post or telephone with clients and professional colleagues
- Production, including the printing of leaflets, posters, flyers, agendas, letters, questionnaires and forms.
- Development and maintenance of filing systems
- Assist in the organisation of information days and training opportunities.
- Make room bookings.
- To carry out other duties from time to time as appropriate.

The service operates a friendly, informal team. However, we aim to maintain the highest standards of service and efficiency. Experience of working in a small team in a busy office environment would, therefore, be an advantage.

Support, supervision and training, where necessary, will be provided.

Qualifications

Evidence of a solid general education is required together with GCSE 'O' Level English Language pass at A-C level. Developed keyboard skills and advanced knowledge and ability to use Microsoft Office applications, i.e. Word, Excel, Outlook, Internet Explorer and an understanding or knowledge of Access are also critical.

Evidence of further education or training that would support your application.

Extracts from Conditions of Service

- The post is for 18 hours per week.
- Temporary contract until 31 March 2024.
- Salary Scale: CVS D02
- Salary Range: £9,170 per annum (FTE salary: £18,341 pa).
- Expenses of travel will be reimbursed.
- Holiday entitlement – 4 working weeks plus public bank holidays as agreed.
- Superannuation – eligible employees will be auto-enrolled into the Pensions Trust pension scheme. The employee may elect to opt out of this.
- The post holder may be required to undertake Enhanced Disclosure and Barring Service check and to complete a questionnaire to assess any health and safety workplace needs through the Local Authority's Occupational Health Service.
- Normal office hours are 9.00 am – 5.00 pm: Monday to Friday. "Out of Hours" work may be necessary. Time off in lieu can be arranged (overtime is not paid). Working pattern may be negotiable on appointment.
- The post holder will be based at Suite 12 & 15, Hazledine House, Central Square, Telford Centre, Telford, Shropshire, TF3 4JL but will be required to work at any of our premises from time to time as well as in the community.

Further Information:

For an informal discussion contact Julie Collins, Children's Service Manager on (01952) 457439 or by email julie.collins@tandwcvcs.org.uk

For an application form, please contact Karen Morrow, HR Officer, on (01952) 916036 or email karen.morrow@tandwcvcs.org.uk

Closing Date: 3 pm on Friday 13 May 2022.

PERSON SPECIFICATION		
FACTOR	ESSENTIAL	DESIRABLE
Education/Training	<ul style="list-style-type: none"> Evidence of a solid general education and GCSE English Language pass at A-C level is required along with good keyboard skills and the ability to use Microsoft Office applications, i.e. Word, Excel, Outlook, Internet Explorer and an understanding of Access. Numerate. Good standard of literacy. 	
Experience	<ul style="list-style-type: none"> Demonstrate proven experience of supporting clients by telephone. Experience of working within a team in a demanding environment. Experience of taking part in group meetings 	
Skills, Abilities and Knowledge	<ul style="list-style-type: none"> Knowledge of SEND Excellent communication skills (verbal and written) and the ability to work with a variety of audiences. Good negotiating and advocacy skills and the drive and commitment to achieve positive outcomes for children and young people and their families. Ability to work on own initiative, work well under pressure, prioritise work and manage time effectively either as part of a team or when lone working. A good listener with the skills and qualities to engage, motivate and empower children and young people and their families (including those who may be reluctant 	<ul style="list-style-type: none"> The commitment and ability to develop positive relationships with service users, colleagues and external organisations. Understanding of the varied needs of children and young people and their families. Working knowledge of protection of vulnerable adults

	<p>to engage) encouraging them to work positively with local services.</p> <ul style="list-style-type: none"> • Working knowledge of children’s safeguarding. • Understanding of the importance of confidentiality and the need to treat sensitive information in line with GDPR. • Friendly, approachable, caring, empathic, flexible, innovative, resourceful, reliable, responsible, methodical, non-judgmental, organised, assertive, tactful and decisive. • Ability to work effectively as part of a team within a framework of policies and procedures. 	
Equal Opportunities	<ul style="list-style-type: none"> • Able to demonstrate integration of equality and diversity into practice and service delivery. • Understanding of rights and issues in relation to children and young people and their families. 	
Personal Attributes	<ul style="list-style-type: none"> • A creative and proactive approach to all areas of work with a ‘can do’ attitude • Strong team working focus with a flexible and adaptable approach to meet the demands across the whole organisation • A strong ethos on passion and commitment- you will commit time, energy and will take personal responsibility for getting things done. 	
Other Requirements	<ul style="list-style-type: none"> • Willingness to work flexible hours, evenings and weekends. • Willingness to attend training and meetings. 	