



Thank you for your interest in working at Citizens Advice Mid Mercia. The following information should give you all that you need to apply for this role and an idea about what it means to work at Citizens Advice.

JOB TITLE: Community Hubs Project Officer

Salary: £22,308-£23,223

Hours of Work: 37.5 hours per week - *flexibility is required as will be 'out of office' hours on occasions (i.e. evenings and weekends)*

Location: Hybrid Working – 3 days per week from one of our offices and 2 days from home, and locations in the community depending on service needs. Our offices are in Church Gresley (DE11 9NR) and Derby city (DE1 2EQ). There may also be occasional travel across Derbyshire, Derby, Nottingham and Nottinghamshire for which travel expenses will be paid.

Status: Fixed Term Contract – 1st May 2024 *with possible extension dependant on funding.*

Positive Employment

A criminal record will not necessarily be a bar to you being able to take up the job.

We welcome applications from people with disabilities.

Our CORE values

Communicate: We will be consistent, positive, passionate, and listen.

Ownership: We will be accountable, make a difference, meet deadlines, keep promises and have solutions.

Respect: We will be honest, work with integrity, trust each other, be fair, tolerant and stand for equality.

Effective: We will deliver quality, focus on detail and be professional.

Overview of Citizens Advice Mid Mercia

Citizens Advice Mid Mercia is an independent member of the Citizens Advice network, which is made up of the national charity and a network of local Citizens Advice members.

Citizens Advice Mid Mercia delivers free, impartial, independent and confidential advice, training, peer support and advocacy services. Services are delivered across South Derbyshire, Derby City, East Staffordshire (Burton-upon-Trent and Uttoxeter) and Tamworth.

Citizens Advice Mid Mercia has over 70 members of staff and many volunteers delivering services from four main offices and community venues.

Our Autism Service is made up of five contracts, including:

- **Autism Information and Advice Service in Derby and Derbyshire** - supporting individuals living with Autism in Derbyshire County and Derby city, through the provision of information, advice and guidance, training and through the delivery of an Autism Alliance, providing peer support opportunities from people with lived experience.
- **Community of Practice in Derby and Derbyshire** – A monthly group that comes together online (professionals, organisations and experts by experience). The purpose of this meeting is to discuss gaps in services and support for autistic people, people with learning difficulties and people with neurodivergence. The aim is to create noise for required funding for new services.
- **Autism Information and Advice Service in Nottingham and Nottinghamshire** – Working in partnership with Citizens Advice Nottingham (us as the lead organisation), for a service which provides individuals living with Autism in Nottingham and Nottinghamshire, information, advice and guidance, community engagement and the delivery of an Autism Alliance.
- **Neurodevelopmental (ND) Community Hubs in South Derbyshire**- This is our service commissioned by ICB which supports autistic children/young people, families and professionals in South Derbyshire in a number of ways (providing a space for them to come together, get information and support and have a workshops/training).
- **Autism in Schools Project** – A short-term service we are delivering to educate pupils within Derbyshire on what Autism is, how to support Autistic peers and workshops for parents and carers of Autistic children (within the schools).

Above are our current ongoing services within the Autism Service, there is potential that we will secure and have the opportunity to deliver additional autism services in the future.

The Role

The Community Hubs Project Officer will assist the Autism Service Manager with the implementation and running of the Community Hubs in South Derbyshire, involving the mapping and contacting of stakeholders and key contacts, the creation and maintenance of key contract documents (spreadsheets and resources) and ensure good working relationships are formed with partner organisations who are also delivery the Community Hubs. This will involve working with the Community Engagement Officer to prevent duplication and maximise effectiveness.

The Community Hubs Project Officer will be responsible for identifying and promoting events in the local area which are relevant to Neurodivergent children and young people, parents and carers. The Community Hubs officer will be responsible for the production and dissemination of information to a Community Hubs mailing list

and will maintain the Community Hubs communications through the inbox, teams and telephone meetings.

The Community Hubs Project Officer will provide face-to-face support for children, young people and their families at multiple venues across South Derbyshire. All visitors will be triaged as to whether they need a follow-up appointment, the Community Hubs Project Officer will be responsible for making and attending these appointments and sending out bespoke information to suit client needs, as well as making referrals on behalf of the client to other services. The role will also involve the delivery of parent and carer training sessions to help support their understanding of Autism and other neurodivergent conditions.

This role includes maintaining and responding to enquiries to our autism helplines (Derby, Derbyshire and Notts), offering timely advice and resources on a rota/ ad hoc basis as needed to ensure the helpline is always covered as per the needs of the services. Ensuring clients are responded to within 2 working days, arranging appointments with clients and creating bespoke resources for them including signposting and referrals to other services. Adding clients to casebook and accurately recording client data as directed by the Autism Service Manager.

Initial Point of Contact

- Be responsible for the maintenance and development of a Community Hubs inbox, with key mailing lists including service users and stakeholders.
- Assess client enquiries using sensitive listening and empathetic questioning;
- Conduct triaging in person, over the telephone or via virtual means;
- Identify and summarise the essence of the client's issue/s;
- Identify key information about the issue/s, including time limits, key dates and any requirement for urgent advice or action (using agreed procedures and any other diagnostic tools, as necessary);
- Assess and agree the appropriate level of support, taking into consideration the client's ability to take the next step themselves, the complexity of the issue/s and the Services' resources;
- Refer/signpost clients appropriately (both internally and externally) to suit client's needs following agreed protocols, including managing expectations and informing clients of what to do/expect;
- Accurately record details of the triage and next steps onto the organisation's case management system (Casebook);
- Provide excellent customer service and ensure that queries are responded to within a timely manner.

Professional development

- Keep up to date with legislation, policies and procedures and undertake appropriate training to enhance awareness of neurodivergence – especially in relation to understanding autism, Attention Deficit Hyperactivity Disorder, Foetal Alcohol Syndrome, Dyslexia, Dyspraxia and Social Anxiety. This will involve discussing knowledge gaps with the service manager during 121's and progress reviews and having ownership over personal development.
- Prepare for and attend supervision sessions/team meetings/staff

meetings/external meetings as appropriate.

Administration

- Take responsibility for all event invitations and information to be disseminated through our various mailing streams – including professional training, drop-in events, news bulletins and any other key information.
- Ensure that all communications are professionally written to a high standard.
- Use of various IT packages for record keeping;
- Be responsible for the development and maintenance of the Community Hubs spreadsheet.
- Production of promotional materials/literature and website/social media content when required;
- Conduct and record all evaluation processes;
- Keep up to date and accurate records that will contribute to the Service's weekly/monthly/quarterly reports;
- Ensure all work conforms to CAMM's systems and procedures.
- Regularly collect client feedback.
- Organise and promote relevant local events.

Other duties and responsibilities

- Undertake any other duties and tasks as may lie within the scope of this post;
- Demonstrate commitment to the aims and policies of the Autism Service;
- Be willing to support colleagues and other services within CAMM should that be required;
- Abide by safeguarding, GDPR, and health and safety guidelines and share responsibility for own safety, that of colleagues and clients.
- Deliver and coordinate training to clients, parents/ carers and professionals.
- Support with Drop-In (IAG).
- Support with training sessions (IAG).

Person Specification

Essential

- Excellent organisational skills to ensure smooth service delivery.
- Experience of providing advice or information through various channels.
- Knowledge of the issues faced by people with ND including autism.
- Knowledge of GDPR, consent and confidentiality;
- Commitment and ownership with personal development in neurodivergence.
- Knowledge of client recording systems or databases.
- Excellent verbal and written communication skills;
- Ability to use a variety of IT/digital systems and packages;
- Experience of managing time against competing priorities and a varied workload

- The ability to monitor and maintain service delivery against agreed targets in a busy environment;
- Good interpersonal skills and client care skills.
- Commitment to Citizens Advice Mid Mercia's Core Values;
- Commitment to team working;
- **Required to be flexible and adaptable to meet the needs of the service**
- Driving Licence and access to own transport.

Desirable

- Good understanding of the Autism Act 2009 and Autism strategies.
- Experience coordinating and delivering training.
- Be an Expert by Experience
- Experience of working as an Autism Advisor.

In accordance with Citizens Advice national policy, the successful candidate may be screened by the DBS.

Benefits

28 days annual leave plus bank holidays pro rata.

Up to 5% pension contribution.

Probation

9-month probation period with possible extension.

To apply

Online application form -

<https://www.citizensadvicemidmercia.org.uk/vacancies/camm-application-form/>

MS Word version of the application is also available from our website -

<https://www.citizensadvicemidmercia.org.uk/vacancies/#apply>