

## JOB DESCRIPTION

**Job Title:** Autism Family Administrator  
**Reports To:** Line Manager and CEO  
**Contract Type:** Permanent, **ideally full time**, 52 week contract  
**Working Hours:** 9.00am to 4.00pm, Monday to Friday (with occasional out of hours work to support monthly social groups)  
**Salary:** £23,514.40 - £25,261.00 dependent upon experience (pro rata for part time hours)

**CONTEXT:** The Toby Henderson Trust is a registered charity and company limited by guarantee who provide a range of support services to autistic children, young people and adults (and those who have a suspected autistic diagnosis.)

We also offer private autism assessments for children, young people and adults and are commissioned by ICB's and CNTW to provide both pre diagnostic support and post diagnostic support services. Alongside this, we remain invested in offering a wealth of specialist direct charitable services both to individuals and to their families.

TTHT prides itself on being a people-focused charity, built on the ethos of providing understanding, empathy and guidance. We extend this same ethos to our work colleagues and as part of your role you need to embody these skills and behaviours and model them for other colleagues. We encourage empathy, strong communication, teamwork and adaptability in everything we do.

Due to the nature of this role, the job holder will spend the majority of their time at Toby House, but on occasion you may also be required to go to outreach locations in the Newcastle / Gateshead area and the Autism Hub in South Shields. Hybrid / home working may also be required to meet the needs of the business and physical constraints of space / capacity and confidentiality.

### **Job Purpose:**

To provide a range of specialist administration support to our pre and post diagnostic services for families of children and young people either with suspected autism diagnosis or a confirmed diagnosis. It is also envisaged that this role may develop and extend into some direct work with the families and possibly the young people themselves.

### **Job Description, Duties and Responsibilities:**

(in no particular order)

- Receive referrals and action accordingly - Create notes for each family that are accessing the service, ensuring notes are kept up to date and include all correspondence and actions – as above – as directed by the specialist team(s). Make family appointments where directed and appropriate.

- Keep the check-in and data lists up to date.
- Keep all records and files up to date.
- Print and post relevant resources to families if required, as directed and required by the specialist support team (s)
- Organise and manage personal work diary.
- Provide colleague cover where necessary (across both sites if needed)
- Contribute to support groups either face to face at Toby House, the Autism Hub or at outreach sites in Newcastle / Gateshead.
- Research, update and create new resources.
- Stay up to date with local offers and services available to signpost and inform.
- Manage Zoom account and send out Zoom link appointments.
- Liaise and connect with other service providers and professionals.
- Attend local and relevant webinars, presentations and meetings for sharing practice and information amongst professionals.
- To work independently and as part of a team.
- Attend and engage with relevant courses, webinars, workshops and training for CPD (Continued Professional Development).
- Source a comprehensive range of information for distribution to families from partner organisations both locally and nationally, up to date information regarding autism-specific social activities, research, new interventions, therapies and developments.
- Signpost families to additional support through various organisations, particularly those which offer support with entitlements as well as providing information about Special Educational Needs and Disabilities (SEND).

## **PERSON SPECIFICATION**

### **Education:**

- Educated to degree level (no specific discipline) or equivalent in-depth autism and administration experience.

### **Essential experience:**

- Autism experience (either by profession or lived in experience)
- A proven track record in the field of administration
- Experience of data input / recording within a health environment, monitoring and evaluation methods and procedures and data collection
- This is a very varied role and the ability to embrace a diversity of tasks (sometimes simultaneously) is essential
- A high level of computer literacy
- Sound practical judgement
- An inquisitive, yet analytical mind
- Sound problem solving skills

### **Desirable experience:**

- Experience of working with EMIS Health (UK medical software) and / or System One.
- An autism specific qualification.
- Experience and knowledge of a broad range of autism specific approaches to learning, development of communication and behaviour management
- Experience of working with large project partners and professional bodies.
- Knowledge of the local offers regionally

### **Skills and Abilities:**

Amongst many other valuable attributes we would welcome :

- An understanding of the effective use of social media.
- Excellent communication skills both verbal and written.
- Excellent team player.
- An approachable and friendly manner

### **Other Requirements:**

Full, clean driving licence.