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| **Job Pack: Parent Adviser – Helpline** Thank you for your interest in working for Contact. The job pack consists of the following documents:* Guidance Notes
* Job Benefits Details
* Equal Opportunities Monitoring Form
* About Contact and the Role
* Job Description/Person Specification

The closing date for applications is: Interviews will be held on: **Please return a completed application form along with an equal opportunities monitoring form by the date stated above.**  It would be really helpful if you could save your documents in the following format ‘*yoursurname*appform.doc’ and ‘*yoursurname*equalopps.doc’.  This is so that we can identify them easily in a group of applications and cut down on the processing time in sending them to the panel.  If you do not hear from us by the interview date it does mean that we have not been able to include you on our shortlist.Completed applications should be emailed to: recruitment@contact.org.uk or sent by post to: HR RecruitmentUnit G.07, 50-52 Wharf RoadLondon N1 7EU |

**Guidance Notes**

**for Applicants**

**Filling in the application form**

* Please complete all parts of the application form. (**CVs will not be accepted in place of an application form).**
* Show clearly how your experience, knowledge, skills and abilities are relevant to the requirements of the person specification.
* Give full details of your duties in your present or most recent job. This may be a voluntary role. Do not miss out experience gained in previous jobs but select the most relevant points. Also include details of any skills or experience gained from voluntary, committee or community work, etc.
* Use extra sheets if necessary, noting your name and the post you have applied for at the top of each sheet.
* Check the closing date to allow time for your application to reach us.
* We suggest you keep a copy of your completed application.
* Contact does not usually acknowledge receipt of application forms unless specifically requested and a stamped, self-addressed envelope is enclosed. **Please note that if you have not been contacted by the advertised interview date then unfortunately you have not been successful in your application.**

**Short-listing**

When short-listing we will be looking for evidence that you have the knowledge, experience, skills and abilities to do the job as detailed in the job description and person specification. These provide the essential criteria against which your application will be assessed. The short-listing panel will not have access to the monitoring details you provide.

**Disabled candidates**

Contact welcomes applications from disabled candidates. Please make us aware of any reasonable adjustments we may need to make for you as a disabled person and particularly address any special requirements you may have if you are invited for interview.

**Equal Opportunities Monitoring**

For statistical purposes please complete and return the monitoring form. As stated above the form will be detached from your application form before the short-listing exercise.

**Criminal Record Declaration and the Criminal Records Bureau & Central Registered Body in Scotland Disclosure Service**

The declaration must be completed. Contact is an organisation that provides services for families of children with disability. You will appreciate therefore, that Contact must be particularly careful to enquire into the character and background of applicants for appointments to posts that (a) involve contact with children or supervise those who have contact with children, (b) who are in positions of trust and influence and (c) who, by virtue of the authority and responsibility inherent in the post they hold, might be expected to be positively suitable to work with children. Seeking this information is not, in anyway, to reflect upon applicants’ integrity but is necessary to protect the vulnerable and to assist us in making safe recruitment decisions.

If you wish to check any aspect of this, further details are available on the DBS website www.dbs.gov.uk or their DBS information line 0870 909 0811. The declaration form is not part of the short-listing process

**We aim to make the application process as straightforward as possible. If you have any further questions regarding your application, the Disclosure or monitoring processes, or require any further general guidance or information about Contact please contact a member of our Human Resources Department by email** **recruitment@contact.org.uk**

Thank you for applying to Contact.

**Job** **Benefits Details**

**Contract**

* Fixed Term until March 2025

**Salary**

* £31,623 £34,870 pro rata – Office Based/Hybrid (scale 26-30).
* £27, 852 – £31,099 pro rata – Home Based.
* Incremental progress where appropriate occurs on the yearly anniversary of the start date.

**Annual Leave**

* 25 days pro rata per annum plus one extra day for each completed year of service up to a maximum of 30 days after five years’ service. Holiday year runs January – December.

**Concession Leave**

* 3 days a year for the period of office closure between Christmas and New Year. Pro rata for part time employees.

**Hours of Work**

* 28 hours a week. Normal office hours are observed but flexibility can be arranged in most areas of work. Family Friendly and Work Life Balance policies are observed.

**Pension Scheme**

* Auto-enrolment pension scheme. Matched contribution rate for employee and employer of up to 5%.

**Employee Assistance Programme**

* Covering employees and their families, a full EAP free counselling service is provided through Health Assured.

**Season Ticket Loan**

* Yearly season ticket purchase available after six months satisfactory service, repayable over a ten-month period.

**Contact**

**Equal Opportunity Monitoring Form**

The completion of this form is voluntary, but the information it contains helps us to monitor and improve our equal opportunities policies and procedures. **This sheet is removed from the application form before the short-listing process, thus ensuring that all short-listing is based on merit.**

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| 1. **Full Name:**
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| 1. **Job Applied For:**
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| 1. **Date of Birth**
 | 1. **Marital Status**
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| **5. Gender: Male / Female**  **(delete as appropriate)** | **6. Nationality:** |

**7. I belong to the following ethnic grouping: (tick as appropriate)**

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|  **A: White**A1: BritishA2: IrishA3: Any other white background (please specify) | **B: Of Mixed Race:**B1: White and Black CaribbeanB2: White and Black AfricanB3: White and Asian B4: Any other mixed background (please specify) |
| **C: Asian or Asian British:**E1: Indian E2: PakistaniE3: BangladeshiE4: Any other Asian background (please specify) | **D: Black or Black British:**D1: CaribbeanD2: AfricanD3: Any other black background (please specify) |
| **E: Chinese:** |  **F: Any other ethnic group** (please specify) |

Please note that Contact is committed to making reasonable adjustments to allow candidates with a disability to meet the requirements of the role.

**8.** Do you consider yourself to have a disability? Yes / No

1. Do you have any disability for which special arrangements should be made, either for an

interviewor employment situation? If so, please specifythe nature of the disability and your requirements:

**10.** Are you a carer of a child under the age of 18: Yes / No

I understand that this information may be stored and processed as part of the Contact Monitoring of equal opportunities and I give my consent to my details to be used for this purpose.

**Signed: ……………………………………………. Date: ……………………………………**

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| January 2020 |
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| January 2020 |
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| **Re:**  |
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**About Contact and the Role**

**About Contact**

**Contact** is a UK-wide registered charity, established in 1979 to support families whose children have a disability. Contact improves the lives of all families with disabled children. With them, we transform their lives, break down barriers and tackle disadvantage through ambitious, collaborative and innovative work. We make a real and lasting impact and are a force for positive change.

Contact has a head office in Central London; local project offices in some London boroughs and home-based staff and volunteers across the UK.

[**Our national advice, information and support service**](https://contact.org.uk/advice-and-support/)
Contact has a range of advice and information resources, and digital content including education, benefits and finances, childcare, social care, diagnosis, medical information and more.

[**Our helpline**](https://contact.org.uk/advice-and-support/our-helpline/)Contact provides afree national helpline for parents of disabled children offering advice and information on the issues affecting their daily lives.

[**Our national programmes**](https://contact.org.uk/advice-and-support/local-support/our-programmes/)
Contact runs a range of programmes across the UK, including information sessions, workshops, drop-ins in specialist children’s hospitals.

[**The Fledglings shop**](https://fledglings.org.uk/)
Our Fledglings shop sells toys, clothing and sensory products that make life a bit easier for parents and more fulfilling for their child.

[**Campaigns & research**](https://contact.org.uk/get-involved/campaigning/)
Contact campaigns with families to remove the barriers they face every day and conduct research so we understand the scale of the issues families face.

[**Parent carer participation**](https://contact.org.uk/what-we-do/parent-carer-participation/)
Contact is the Department for Education's parent carer participation delivery partner in England, helping parents work together with professionals to make improvements to local services

**About the Role**

To provide a freephone helpline service supporting families in the UK. Our education helpline service offers advice and guidance to parents on a range of issues for specifically parents /carers with disabled children ages 0-25.

Education Advisers discuss and explain a range of education topics with callers who might not have much knowledge or understanding of the steps to take. Our intention is to support our parents/carers to feel more confident in tackling challenges they may face positively.

Contact helpline is proud to hold the Helpline Partnership Quality Standard. Families are at the heart of our values, and we aim to empower callers in making decisions and securing provision for their children in education.

This role includes a combination of answering enquiries by telephone, written advice, and accurate data entry along with other parent advisers you will work on a rota basis.

Usual hours of work for a full-time position are 9.00am – 5.00pm Monday-Friday working from our head office at Wenlock Studios, London (Hybrid Working) or from home in the UK.

The London based role would be (Hybrid) 40% approximately 2 days per week in office.

The following are some of the tasks you will find yourself doing:

1. Providing impartial advice to callers, identifying the most appropriate options including referring callers on the helpline to Contact Education webpages and other education agencies and organisations outside of the organisation.
2. Assessing and identifying the needs of callers being patient and allowing the caller time to explain their situation.
3. Transferring callers to our General Team (Benefits) when caller is identified as outside of the remit of Education.
4. Answering e-mails and researching complex topics from parent/carers seeking education support and responding to the enquirer with clear and accurate written communication.
5. Collecting client personal data and recording an accurate record of the calls and enquiries by logging the information on the CRM database.
6. Supporting Education Facebook Q&A (question) sessions and responding to social media enquiries.
7. Updating webpages and identifying common questions from parents to help assist the Communications teams with their digital content for advice pages.
8. Signposting parents to Nations (Scotland, Wales, and Northern Ireland) Education support services.

 **June 2023**

**Job Description**

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| **Job Title:** | Parent Adviser – SEND |
| **Responsible To:** | Senior Parent Adviser SEND |
| **Team Membership:** | Helpline - (Information, Advice and Support) |
| **Hours:** | 28 hours a week  |
| **Salary scale:****Salary:**  | Scale 26 -30£31,623 £34,870 pro rata – Office Based/Hybrid£27, 852 – £31,099 pro rata – Home Based |
| **Location:**  | Central London – Wenlock Road office, London N1 7EU (currently hybrid working) 40% of hours in office. |
| **Job Purpose:** | The post’s primary focus is to provide and co-ordinate specialist education advice by telephone, email, and social media to families with disabled children in the UK. The post holder will be working primarily on the Contact national helpline and online advice services.  |
| **Main Duties:**  | Responding effectively to incoming calls, emails, online and social networking enquiries from professionals, voluntary organisations, charities and colleagues on education issues affecting children and young people with SEN and/or disability.To provide, information and signposting advice on wider concerns of families with disabled children including education health and social care.To enter accurate enquiry data on the Contact database in a timely manner ensuring appropriate follow up actions to calls and accurate written notes. To keep up to date on law and guidance relevant to education in England and to be aware of education law relating to Wales, Scotland, and Northern Ireland.Collaboratively working with other offering a flexibility and adaptability to cover the helpline weekly rota.To ensure the helpline operates in accordance with confidentiality, safeguarding, privacy and data-protection policies and procedures. |
| **General duties** | In common with all Contact staff, the post holder will be expected to work in accordance with the aims of Contact and to observe the policy and procedures set out by the directors of the charity.The post holder will be expected to assist with any reasonable duty at the request of the line manager for the post.Staff will be expected to attend and participate in Contact staff meetings and the annual conference. Staff will be expected to attend training events relevant to their specific responsibilities.Staff will be offered supervision, support and annual appraisal incorporating their training needs. |

**Contact**

**Person Specification**

The person appointed will be expected to have the key essential skills, knowledge and experience listed below

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| **Job Title:** |  **Parent Adviser - SEND** |
| **Experience****Knowledge****Competencies****Competencies** | * At least one year’s recent full time (or part time equivalent) experience of working in an advice role, of which SEN advice formed a substantial part.
* Experience of providing advice and information by telephone, e-mail, and social media.
* Experience of using website online and social media networking services(CMS systems, Facebook, Twitter).
* Experience of writing web content, factsheets, publications, and emails for a range of audiences.
* In depth practical knowledge of the SEND law in England - Part 3 of the Children and Families Act 2014 and a working knowledge of the SEND code of Practice 2015
* A good understanding of other education issues that may impact on families with disabled children, including school exclusion, equality, attendance, and transport.
* Knowledge of relevant voluntary organisations and statutory agencies who offer assistance to families caring for a disabled child.
* Knowledge of Early years or post 16 education provision

Accountability – Takes responsibility for own behaviour and the consequences of own actions and acts in accordance with organisational standards. Communication and influence – Communicates effectively with a range of audiences via telephone, in writing and face to face. Listens actively, communicates clearly, and checks that messages are understood. Communicates concisely and accurately in writing. Adapts to suit audience and channel of communication. Delivering results – The ability to achieve objectives and ensure high quality results.Teamwork and collaboration – The ability to work effectively with others to achieve a shared goal.Creativity and innovation – Display openness to new ideas and solutions, challenging conventional thinking and finding ways to improve.Relationship building – The ability to maintain and strengthen partnerships with others inside or outside the organisation that are of mutual benefit. |