



Special Needs And Parents

ROLE PROFILE	
JOB TITLE	Family Information Adviser
REPORTS TO:	Kate Batson
TEAM:	Families
DATE OF COMPLETION:	August 2018

1. INTRODUCTION TO SNAP

SNAP (Special Needs And Parents) is a registered charity (No.1077787) that helps Essex families with children and young people who have any special need or disability. Our aims are to inform, encourage and support parents, so that they can grow in strength and knowledge and become better equipped to give the best possible help to their children. We do this by providing various services the details of which are given on our website.

2. MAIN PURPOSE OF JOB

The Family Information Adviser assists in providing high quality signposting of information to families and developing the specialist library and SNAP directory. The role will eventually include providing support to families and assisting on the helpline, attending face to face meetings and supporting families in SNAP sessions.

3. PRE-ENTRY EDUCATION/ EXPERIENCE LEVEL

Personal attributes

- Hardworking person who has the ability to learn new tasks quickly
- Proactive, enthusiastic and confident working independently without close supervision
- Great interpersonal skills including face-to-face, telephone and written communications
- Ability to maintain absolute confidentiality at all times
- A committed person who works towards the aims of the Charity and from a conviction that the families SNAP serves are entitled to an outstanding service
- Flexible attitude to workload and working hours

Education/skills:

- Good level of education required including English and Maths at GCSE (Level B or above)
- Confident with a variety of IT systems including Microsoft Word, Excel and Outlook

Experience:

- Working in the charitable sector particularly in the area of children and young people with special needs or the health sector would be beneficial.
- Pro-active use of IT systems for dissemination of information and communication to service users and key stakeholders

4. DUTIES & KEY RESPONSIBILITIES

Family support	<ul style="list-style-type: none"> • To provide consistent and current information, sound advice, practical and emotional support to families, face to face, in SNAP sessions and via our telephone and email helpline • To support the Family Team by taking notes during Face to Face sessions with families and updating the family database • To provide support as required to children and families at The SNAP Centre including use of the Multi-sensory Room and the IT Suite during group and individual sessions • To assist in the booking and maintenance of education appointments including family reminders and preparation of paperwork
Provision of information	<ul style="list-style-type: none"> • To update existing entries and research, identify and develop new entries for the online SNAP Directory • To gather information for the Information Meetings including any research necessary/instructed relating to relevant information for SNAP and Families • To assist in the preparation of the SNAP Survival Guides • To assist with the distribution of information and advice to new and existing families and to professionals contacting SNAP • To assist in developing and maintaining the SNAP Library including the selecting and ordering of resources, the circulation system, assisting with overdue loans, helping with researching, writing and organising of SNAP's information sheets • To diligently keep appropriate user records and to write full updates of all contact with SNAP families
Social media and marketing	<ul style="list-style-type: none"> • To be part of the communications team including scheduling and writing promotion content for news sheets, articles, flyers, social media and website • To assist in the preparation of content for the SNAP website (non-fundraising)
General Duties	<ul style="list-style-type: none"> • To attend information events and meetings with other agencies on behalf of SNAP • To participate in SNAP fundraising activities • To undertake other tasks as required to support the SNAP team • Reception duties – including signing in sessions, greeting visitors, answering face to face enquiries and supporting families and professionals in the library

Safeguarding

All staff are responsible for promoting and safeguarding the welfare of children and young people in line with SNAP's child protection and safeguarding adults policies and procedures.

Appropriate safeguarding training will be completed every three years.

Salary

We anticipate the salary being between £19k and £24k dependent on experience but this is negotiable for an experienced candidate.

To apply

Send a full CV to recruitment@snapcharity.org