

## JOB DESCRIPTION & PERSON SPECIFICATION

### ROLE DETAILS

<b>POST TITLE:</b>	Customer Service Practitioner (Family Support)
<b>RESPONSIBLE TO:</b>	Senior Project Manager – Family Support & Engagement
<b>HOURS:</b>	37.5 hours per week
<b>TERM OF POST:</b>	Approximately 12 months
<b>SALARY:</b>	£5.50 per hour

### ABOUT CAUDWELL CHILDREN

Established in 2000, Caudwell Children is a national charity which works to transform the lives of disabled children and their families, enabling them to challenge the barriers they face throughout childhood by providing practical and emotional support.

The Charity is going through an exciting period of growth having recently opened a new state-of-the-art facility for multi-disciplinary therapy programmes for childhood disability and research of neurodevelopmental conditions, including autism, within the grounds of Keele University.

It provides a state-of-the-art base for the Charity's therapies and an environment where ground-breaking research can be undertaken, potentially changing the way some disabilities are treated, affecting millions of people around the world. This is a fantastic and exciting opportunity to join a dynamic and fast moving Charity at a time when it will attract national and international attention.

The services of Caudwell Children enrich the lives of our children and families through the delivery of high quality person centred care and support services that promote independence and achieve valued outcomes. We seek to create a safe, homely and supportive environment that enhances the lives of children with autism and associated conditions.

### POST OUTLINE

This is a fixed term post supporting the Service Delivery team at Caudwell Children, helping to deliver an information and signposting service to families with disabled children across the UK. This role is crucial in ensuring we are

achieving our mission; providing and practical and emotional support through compassionate and efficient services.

## **DUTIES & RESPONSIBILITIES**

### **Main Duties:**

- Maintain and respond to our Family Support email inbox, ensuring referrals are dealt with in line with our service level agreements.
- Log all referrals onto our bespoke data system ensuring accuracy at all times.
- Work alongside Family Support Volunteers, assisting with any support they may need.
- Monitor our Live Chat service, ensuring all incoming communication is being processed correctly.
- Research, inform and signpost families to other services and providers to help meet their needs including to other charities.
- Provide regular communication with families to advise and support them.
- Answer incoming telephone calls and log general enquiries.

### **Other:**

- Uphold the principles and practice of customer care and continuous improvement.
- At all times to afford service users, colleagues and stakeholders the dignity and respect to which they are entitled with full regard to the organisations Equality and Diversity Policy.
- Confidentiality and data protection regarding all personal information and Caudwell Children activities must be maintained at all times (both in and out of working hours) in accordance with professional codes of conduct and relevant legislation such as the General Data Protection Regulations 2018.
- Have an awareness of relevant health and safety regulations and legislation.
- Be responsible for your own health and safety and that of anyone else whom your acts and omissions may affect and maintain a professional and hygienic personal appearance at all times.
- Ensure maintenance and security of physical, financial and information resources, where applicable.
- Effectively maximise all resources available in the course of your duties, minimising waste and working within budgets.
- Adhere to all Caudwell Children policies and procedures.
- Demonstrate commitment to Caudwell Children's mission, vision and values.
- On occasion and when necessary work flexible hours to meet the needs of the business.
- Willingness to travel in order to meet the needs of the post.

This Job Description indicates only the main duties and responsibilities of the post and is not intended as an exhaustive list. The post holder may be asked to carry out other duties from time to time. The Charity reserves the right to amend this Job Description from time to time, according to business needs.

## **PERSON SPECIFICATION**

### **Essential Criteria**

- Ability to communicate effectively with service users, parents, staff and volunteers (including those with communication special needs).
- Enthusiastic and motivated.
- Compassionate and empathetic.
- Good attention to detail.
- Willing to learn.
- Computer literate with good ICT skills.
- Good telephone manner.
- Excellent interpersonal skills.
- Good written communications skills.

### **Desirable Criteria**

- Experience of working in the Charity/Third Sector.
- Experience of working with volunteers.

## **DISCLOSURE & BARRING SERVICE CHECKS**

The Charity is committed to safeguarding children and young people and therefore adopts a safer recruitment approach through a robust recruitment and selection process. All posts within the Charity are subject to DBS checks, in line with the Rehabilitation of Offenders Act (1974). This role is eligible for a Standard DBS check.