

Role Description

Job Title:	Family Connections Facilitator
Reports to:	Community Services Manager
Hours	14 hours per week: flexible working.
Location of work	Hybrid working. You will be working at home and in the office with regular travel requirements across West Essex.
Annual leave	25 days annual entitlement plus bank holidays (pro-rated).
Salary	£9,474.51 (£24,638.99 FTE based on 37 hours p/w - 52.14 weeks per year).

Job Purpose:	<ul style="list-style-type: none"> • To provide support to families of autistic children and young people, across West Essex via connection opportunities and one to one calls/meetings. • To connect individuals with appropriate services, resources, and organisations that meet their specific needs. • To collaborate with internal team members and external professionals to ensure a coordinated and informed response to support requests. • To advocate for the lived experiences of autistic individuals within professional networks and service development. • To maintain accurate records and contribute to continuous improvement through data collection and feedback sharing.
Main responsibilities:	<p>Direct Support & Engagement</p> <ul style="list-style-type: none"> • Offer a welcoming, non-judgmental presence where individuals feel heard, accepted, and valued. • Provide support to families of autistic children and young people, by connecting them with relevant services and organisations. • Liaise with new individuals, offering initial support, charity registration, and access to monthly newsletters. • Use a variety of communication methods (e.g., phone, text, email, virtual meetings, social media) based on individual preferences. • Create opportunities for local families of autistic children and young people, to meet, share experiences, and build peer support networks. • Act as a point of contact for families of autistic children and young people, seeking connection and guidance. <p>Information Sharing & Advocacy</p> <ul style="list-style-type: none"> • Share accessible, inclusive information relevant to the beneficiaries needs • Maintain up to date knowledge of local resources and networks. • Promote inclusive practices and advocate for accessibility and equity in community spaces. <p>Collaboration & Coordination</p> <ul style="list-style-type: none"> • Work closely with team members to triage support requests and determine the most appropriate response. • Collaborate with external professionals and agencies to enhance service delivery and promote PACT's offerings.

	<ul style="list-style-type: none"> Attend meetings and events to represent autistic individuals and advocate for improved services as directed by the Community Services Manager. <p>Event Planning & Facilitation</p> <ul style="list-style-type: none"> Work with the wider Community Service Team to collaboratively plan, organise, and facilitate information sessions, workshops, and guest speaker events (both virtual and in-person) across West Essex. Support and supervise volunteers during events and activities. Attend PACT For Autism Events and activities as agreed with the wider Community Service Team and directed by the Community Support Manager. <p>Outreach & Relationship Building</p> <ul style="list-style-type: none"> Build and maintain relationships with external organisations to promote the charity’s services and expand support networks. Act as a lived-experience voice for our beneficiaries in professional settings. Reflect the lived experiences of our beneficiaries in all communications and initiatives. <p>Administration & Reporting</p> <ul style="list-style-type: none"> Maintain accurate records of service usage and event attendance using spreadsheets or other reporting tools. Contribute to internal feedback loops to inform and improve support strategies. Stay informed on current research and developments in neurodivergence. <p>General Duties</p> <ul style="list-style-type: none"> A level of flexibility is required in the working pattern to accommodate charity events/fundraising activities. Weekend and evening work will be required dependent on charity need. Undertake other duties relevant to the job purpose as required in line with the charity’s mission and values. Act within the Objects of the Articles and support the charity’s core values. <p><i>This role description will be reviewed annually as part of the performance management review or at such other times as circumstances/changes may dictate.</i></p>
<p>Essential Criteria</p>	<ul style="list-style-type: none"> Proven ability to communicate effectively across various platforms (e.g., phone, text, email, virtual meetings, social media). Experience working in a support, advocacy, or coordination role within the neurodivergent or disability sector. Strong interpersonal skills and ability to build trust with individuals from diverse backgrounds. Ability to work both independently and collaboratively within a team. Proficiency in Microsoft Office (Word, Excel, Outlook). Experience in planning and facilitating workshops or community events. Familiarity with safeguarding practices and confidentiality protocols. Ability to work flexibly, including evenings and weekends.

	<ul style="list-style-type: none"> • Commitment to the values and mission of PACT for Autism. • Lived experience of autism or neurodivergence. • Full UK Driving license with access to a vehicle for work purposes.
Desirable Criteria	<ul style="list-style-type: none"> • Experience working in the charity or voluntary sector. • Ability to manage and support volunteers. • Understanding of data collection and reporting for service improvement. • Knowledge of local services and organisations relevant to families of autistic children and young people, in West Essex. • Understanding of the challenges experienced by families and individuals within the community.