



ND Support Worker

Summary:	Working within the Outreach & Training team to provide information, advice, signposting, training and support to parents and carers of children and young people on the West Sussex Neurodevelopmental Pathway (NDP)
Responsible to:	Reaching Families Outreach & Training Manager
Salary:	£24,000 PA
Working Hours:	35 hours per week (to include some evening hours)
Contract:	Until March 2028 (with extension subject to further funding)
Location:	Home based with some travel across West Sussex
Other benefits:	Flexible working; 6.6 weeks holiday (inc. Bank Holidays); laptop provided; pension scheme; travel expenses

Job Description & Person Specification

Key Tasks & Responsibilities

1. Work with the Outreach & Training Manager in co-ordinating and delivering a programme of support for parent-carers of children/young people on the West Sussex Neurodevelopmental Pathway (NDP)
2. Provide 1-2-1 short term case work support to parent-carers of children/young people on the NDP, helping them to access services and support that meet theirs and their child's needs
3. Undertake SEND health checks of parent-carers who access the service to ensure they are in receipt of all the support they are entitled to including benefits, grants and other financial resources
4. Provide information, advice and signposting to parents of children/young people on the NDP via telephone and also at online and in-person drop-in sessions
5. Signpost or make referrals for parent-carers to Reaching Families services including our befriending service, benefits advice service and parent-carer support groups, and other external services
6. Reporting any concerns with regards to the safety of a child, young person or carer to the Outreach and Training Manager and Safeguarding Lead
7. Work with the rest of the Reaching Families team to maintain our library of resources on neurodiversity and use in informing and supporting parent-carers
8. Maintain individual records on the ND Navigation Service via our Charitylog database and on individual caseload log sheet
9. Carry out regular monitoring & evaluation of the ND Navigation service, reporting to the Outreach and Training Manager
10. Establish and maintain close working relationships with relevant partners including NHS Child Development Centres, CAMHS, Early Help, Portage, etc.
11. Represent Reaching Families at local events, forums and other relevant meetings
12. To pursue a strategy of continual personal and professional development
13. To carry out other occasional duties commensurate with the role.

Person Specification

Knowledge

- Extensive knowledge and/or experience of the challenges faced by parent-carers and children and young people on the neurodevelopmental pathway (essential)
- Extensive knowledge and/or experience of ADHD, Autism and other neurodivergent conditions (essential)
- Working knowledge of the local SEND community (essential)
- Working knowledge of current trends in SEND law, policy and best practice (desirable)

Skills & Attributes

- Passionate about improving the life chances of neurodivergent children and extended family (essential)
- A highly motivated self-starter with a flexible approach to working life (essential)
- Ability to work independently and manage a diverse and demanding workload (essential)
- Excellent time management and organisational skills (essential)
- Excellent inter-personal and communication skills (essential)
- Excellent listening skills (essential)
- Committed to professional and personal development and lifelong learning (essential)
- Full driving license and own vehicle (desirable)

Experience

- Experience of **either** advice giving preferably gained in the voluntary or statutory sector **or** experience of casework support preferably gained working with families of neurodivergent children (essential)
- Experience of working with parent-carers and families of neurodivergent children (essential)
- Experience of undertaking outreach to disadvantaged communities (essential)
- Experience of using MS Office 365 including SharePoint, Excel and Microsoft Teams (essential)
- Experience of using Charitylog or other CRM databases (desirable)
- Experience of using Zoom and Eventbrite (desirable)
- Experience of working in the voluntary and community sector (desirable)

Education & Training

- Accredited training or qualifications in Neurodiversity (desirable)
- Other SEND training (desirable)
- Other training relevant to the role (desirable)

Other

- Enhanced DBS check and Safeguarding training (to be completed for successful applicants)
- Have the right to work in the UK

Applications

Please visit our website here: [Work with us](#) for an application form. **Completed application forms should be emailed to: Jobs@reachingfamilies.org.uk**

Deadline for applications: Monday 22nd June 2026 at 5pm

Interview date: Thursday 9th July 2026

Location: Dove Lodge, Littlehampton

We welcome applications from all members of the community and value diversity in the organisation. Please contact us if you require any reasonable adjustments to the recruitment process due to any disability or health requirements.

Dove Lodge, 49 Beach Road, Littlehampton BN17 5JG

www.reachingfamilies.org.uk

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