



Talking sense about autism.

Quadrant House, Broad Street Mall, Reading, Berkshire, RG1 7QE

Job Description

Job Title:	Helpline Adviser and Adult Autism Mentor
Reporting to:	Senior Adult Autism Mentor
Location:	Hybrid role, working online from home and at various locations across Berkshire.
Salary :	£13.25 per hour plus £1.60 per hour holiday pay, 15 hours per week
Expenses:	Travel costs of train, bus fares, or mileage will be paid
Projects:	NHS Berkshire Adult Autism Support Service, funded until 31 October 2026

Main Purposes of Role

An exciting opportunity has arisen for someone to join our team offering advice and support to neurodivergent adults living and working independently across Berkshire. Our aim is to increase individual understanding of autism and help them to develop a range of self-help and self-advocacy skills.

You will offer advice and support via email, telephone and face-to-face at our Problem-Solving and Advice Drop-ins and support groups, liaising with the Senior Adult Autism Mentor and other managers to identify the appropriate service for the client and to signpost to other organisations in Berkshire.

There will also be a requirement to assist on courses that provide support and understanding for the client when required, and to deliver one to one problem solving consultations once trained.

Main duties and responsibilities

1. To work with individuals who self-identify as being autistic/neurodivergent, are on the waiting list for an autism assessment, or who have an autism diagnosis, to ensure they have the best possible opportunities in life.
2. To respond effectively and with empathy to emails and phone calls from adults in the neurodivergent community.
3. To travel independently to and work alongside other team members at Problem-Solving & Advice Meet-up drop-in sessions and support groups across Berkshire. To give advice or refer individuals to the Senior Mentor as appropriate.
4. To develop knowledge and make links with local resources and services in order to assist clients in accessing them.
5. To support the Senior Mentor in the delivery of online workshops if required.
6. To offer individual problem-solving consultations after training.

 Helpline: **01189 594 594** 
contact@autismberkshire.org.uk
www.autismberkshire.org.uk

Autism Berkshire the working name for Berkshire Autistic Society.

Registered office: Quadrant House, Broad Street Mall, Reading, Berkshire, RG1 7QE. Charity no: 1076217, Company number: 3750656



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7. To keep accurate and up to date records of your work and your individual service users, including updating records on our Charitylog and report on all aspects of your work as required in accordance with Autism Berkshire's policies and procedures. This record keeping will be used to evidence weekly timesheets.
8. To ensure confidentiality during Helpline calls, one-to-one problem solving appointments, virtual meetings and workshops.
9. To maintain effective communication and information sharing within the team.
10. To work effectively in a multidisciplinary environment, working with Adult Social Care, Health, Education and other statutory and voluntary agencies across the six local authorities in Berkshire.
11. To adhere to agreed information sharing and confidentiality protocols in order to comply with the Data Protection Act (DPA 2018) and UK GDPR.
12. To contribute to team meetings and actively take part in monthly supervision using the time to discuss case issues and your practice. This time will also be used to identify your training needs and development.
13. To have an awareness and understanding of all Autism Berkshire policies and procedures.
14. Your core hours will be agreed in advance on a monthly basis. However, some flexibility may be required to carry out other duties as required by the Senior Adult Autism Support Mentor.

Training and Development

You will participate in relevant training and development required by Autism Berkshire to effectively carry out your role and responsibilities. This will include Autism Berkshire's procedures for promoting and safeguarding the welfare of children and vulnerable adults and Prevent, as set out in the policies and procedures.

Equal Opportunities and Diversity

You will comply with Autism Berkshire's Diversity and Equal Opportunities Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other member of the community.

Health and Safety and Data Protection

You will adhere to all Autism Berkshire policies in relation to health and safety and ensure all necessary training needs are met, to assist with the provisions and risk assessments within the workplace environment. You will ensure that you comply with all aspects of the Data Protection Act, and comply with Autism Berkshire's policy.

Safeguarding

Autism Berkshire is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. We will ensure that all our recruitment and selection practices reflect this commitment. All successful candidates will be subject to Disclosure and Barring Service (DBS) checks along with other relevant employment checks.

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Person Specification

Criteria	Essential	Desirable
1. Qualifications	Teaching, health or social care qualification	Qualified social worker or mental health practitioner
2. Skills/abilities	<p>To have an understanding of living with adult autism and of the issues and concerns of autistic service users.</p> <p>To have an understanding of the impact of stigma and discrimination and demonstrate a commitment to service users' rights.</p> <p>Able to organise and plan work, and able to seek support if necessary.</p> <p>Ability to share personal story of autism in a professional manner.</p> <p>Ability and willingness to reflect on work practice and be open to constructive feedback.</p> <p>Ability to support people with a range of needs to meet their goals.</p> <p>Effective communicator with a wide range of people.</p> <p>Self-starter, able to use initiative and to problem-solve.</p>	<p>Understanding and experience of working with relevant organisational stakeholders in the field of autism and neurodivergence.</p> <p>Evidence of partnership working across statutory and/or non-statutory services.</p> <p>Evidence of management of high levels of risk with evidence of appropriate mitigation.</p> <p>Evidence of working in challenging environments.</p> <p>Confident car driver with access to a car, ability to drive to locations across Berkshire,</p>
3. Knowledge	<p>Detailed knowledge of autism and neurodivergence.</p> <p>Knowledge of safeguarding in theory and in practice</p>	<p>Knowledge of local/national disability services</p> <p>Use of Charitylog or similar CRM database for case management.</p> <p>Knowledge of local policies in respect to safeguarding vulnerable adults.</p>

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		Knowledge of mental health legislation.
4. Experience	Experience of working in a support role in education, health or social care setting.	Charity/voluntary sector working Lived experience of adult autism
5. General	Flexible working style	

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