

Job Description

Job title:	Autism Support Coordinator (Norfolk Adult Autism short- term support service)		
Department:	Employment & Inclusion Support		
Job Family:	Operational Specialist		
Location:	Home with travel to various locations in Norfolk – community-based delivery		
Reports to:	Service Manager		
Salary Point*:	SP1-3	Hay points*:	252
Evaluated date*:	August 2026		
Hours / week:	25 - 37		
Status:	Permanent		
DBS:	Enhanced with Adult Barring		
Supervisory responsibilities	No		
Job Shares will be considered for this post		No	
This position requires travel around the county and the ability to work flexible hours.			Yes

To be completed by HR after evaluation has taken place* **Overall,

Job Purpose:

A brief statement about the main objectives of the post

Realise Futures CIC is a social enterprise that combines commercial trade of products and services alongside work placement, employment, and training opportunities. The principal purpose of Realise Futures is to improve the wellbeing, mental health and employability of disabled and disadvantaged people whilst contributing to the economy in our communities. The company is organised into four departments, Learning, Coaching & Advice, Employment & Inclusion Support, and RF Works (seven distinct Social Businesses) and Central. Together they provide professional and tailored opportunities that support people to realise their potential.

Realise Futures CIC

Registered Office: Realise Futures, Lovetofts Drive, Ipswich, IP1 5NZ

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The Autism Support Co-ordinator role sits within the Employment and Inclusion department. The overall objective of the service is to provide time-limited support to autistic adults to prevent, reduce and delay the number of autistic adults needing a formal social care assessment.

As the first point of contact for referrals from Norfolk County Council's social care teams the role is responsible for the end-to-end coordination of a flexible, person-centred service to autistic adults that will include drop-in support and scheduled appointments with allocated Autism Support Coaches. The postholder will possess a good understanding of the needs of autistic adults alongside excellent organisational, administrative and customer service skills.

Realise Futures is committed to offering continuous training and development to all colleagues and recognise the importance of investing in an individual's growth and professional development.

The role is subject to an Enhanced with Adult Barring DBS check.

Main Duties and Responsibilities:

A brief description of the most important tasks of the post

Supporting, Advising & Guiding -including Cust Service

Act as the first point of contact for referrers resolving any queries prior to allocation to Autism Support Coaches.

Act as the first point of contact for autistic adults referred into the service, explaining the support on offer and resolving any queries prior to allocation to Autism Support Coaches.

Manage correspondence to external agencies, providing advice and guidance where necessary, use own initiative to produce a response, or forward to others for action and/or information.

In conjunction with the Service Manager, actively engage with designated Norfolk County Council referring personnel and local community organisations to research and inform a community map that is complementary to existing services across the skills, employment and health sectors.

Attend events across the county, to promote the service and liaise with other professionals and services providers. Corresponding with external agencies to invite guest speakers to team meetings to provide updates and share information about services within Norfolk.

Leading on co-production with autistic adults to continually improve the service in an autism-affirming way.

Administrating & ICT

Maintain and develop where necessary a robust electronic filing systems relating to the service documentation and in line with GDPR legislation.

Support the Service Manager in the recording, maintenance and reporting of all risk assessments of meeting venues, colleagues and participant activities (that include Lone Working risk assessments).

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Monitor the implementation of the Service Quality Framework, in conjunction with the Service Manager, by managing timely audits of documentation and processes.

Complete file checks to ensure that the recording of data is correct and to a high quality standard.

Complete minutes of team meetings, identifying actions and sharing these accordingly.

Coordinate the offer and resources that includes arranging drop-in sessions and assessment/review appointments for team members, events and meetings with colleagues, individuals and external stakeholders.

Job Specific Technical/Manual

Assist in the delivery of the service including attending initial home visits with coaches and supporting the coaches with planned / unplanned absence cover.

Support the development of progression pathways for participants that are fit for purpose and based on autistic adults stated 'best hopes'.

Develop and maintain expertise via training in Core Competencies, Autism & Learning Disability, Oliver McGowan, Skills for Care Positive Behaviour Support (PSB), as well as company training in Health & Safety, Safeguarding, Data Protection and Equality, Diversity & Inclusion.

Managing Contractual Services (Processes & Data)

Collate data against service key performance indicators that provide summative and evaluative reports at agreed intervals for internal and external submission.

Support the Service Manager in ensuring health, safety & welfare, legal and contractual requirements are met, monitored and evaluated at all times.

Collate information that includes evaluation and analysis that will inform reports presented internally and to stakeholders.

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1. Know-How: <i>Know-how is defined as the sum of every kind of knowledge, skill, and experience required for standard acceptable performance in a role. Forward planning is concerned with the complexity of the planning required in the role, the time span that planning has to take place over i.e. how far does the job holder have to plan ahead and the scope of the planning, i.e. one department, a division or across the whole company. Communication is concerned with whether or not the job holder has to merely communicate with or influence others and the levels to which the role requires them to do so.</i>	The skills, expertise, and training required for the job are:- • Good general standard of education at Level 3 (including English and Maths) • Good working knowledge, understanding and experience of the disability sector (with evidence of working with autistic adults) • Proven experience of working successfully with external agencies • Proven track record of project and/or programme planning and implementation within an operational environment, • Effective and proactive management of systems • Proven application across a range of IT software • Proven application of effective Health, Safety and Welfare (Safeguarding & Prevent) practice, preferably in a Disability Support setting. Specific qualifications or training essential to the job are:- • Demonstrable competence of a MS Office environment particularly Word & Excel. The amount of forward planning required in the job is:- • Ability to balance and prioritise own & to support team workloads by adopting flexible responses to wider service demand and assimilate them into existing plans. The type of communication and interaction needed in the job is • Good levels of influencing and negotiation skills to effect change in attitudes and working practices • Ability to work effectively in a team environment at all levels • Able to present information appropriately to individual members of the public as well as a wide range of business and community organisations
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2. Problem Solving: <i>Problem solving is concerned with the levels of autonomous thinking required in the role for analysing, creating,</i>	The level of analysis, evaluation and problem solving required in the job are:- • Proven ability to collect and interpret diverse information (qualitative and quantitative) to inform decision making
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<i>reasoning and arriving at conclusions. Consider the job holder's freedom to think and the amount of guidance available and the level to which constraints exist as to how problems may be resolved, i.e. levels of supervision / direction and processes or procedures that dictate the way in which a task is to be performed. Also consider the scope of the thinking required in the role, i.e. is there a clear right or wrong answer or is an element of judgement required.</i>	• Good organisational skills, able to prioritise and support the Service Manager in managing the team workloads to meet deadlines and deliver services that meet legal and contractual obligations • The ability to solve problems or queries effectively and efficiently, using judgements based on sound and reasoned practice, escalating to manager where appropriate The level of creativity and/or original thought to resolve issues is:- • Creative solutions to supporting the needs of autistic adults, colleagues and stakeholders, within agreed boundaries, will be required.
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3. Accountability: <i>The freedom to take decisions is influenced by the presence or absence of constraints such as managers, processes and procedures and guidance. The nature of impact is concerned with the extent to which the role directly impacts on end results whilst the magnitude of impact considers how much of the organisation is affected by the job holder's accomplishment of the job's basic purpose.</i>	The amount of freedom to take decisions in the job is:- • Some autonomy, within the confines of company processes, management guidance and contractual/funding rules. Nature of impact:- • Whilst the ongoing success of the service is reliant on meeting agreed targets, the post holder supports the Service Manager in a day-to-day coordination of those achievements Magnitude of impact:- • The service forms part of the 2022-27 Strategy to deliver new services in the East of England; as the provider of a new service in Norfolk, the reputational brand of the company to deliver a positive impactful service is integral to these plans. The post holder operates within pre-determined parameters and is guided by their line manager.
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These duties and responsibilities are indicative and not exhaustive. We may make adjustments from time to time to reflect the changing needs of the organisation. We may require you to carry out reasonable alternatives within the character of your post. We expect you to adopt a flexible approach to your role but will consult you about significant changes.

Evaluation: D 1 2 (152) D 3 (43) D 1 C (57)

Total Hay points: 252

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