

Job Title:	Neurodevelopmental Support Practitioner B4
Reports to (job title):	JADES Clinical Lead / Named Band 6 or 7 Practitioner
Line Manager to:	N/A

Job purpose

The Neurodevelopmental Support Practitioner is a key Band 4 role within the West Essex Journey of Autism Diagnosis and Early Support (JADES) Team, providing early, proactive and ongoing support to children, young people and their families across the neurodevelopmental pathway. The post holder acts as a care navigator and first-line practitioner, offering timely telephone-based support, facilitating face to face drop-in and follow-up clinics, supporting referral triage, and ensuring families receive clear, compassionate communication while awaiting assessment or following referral outcomes. The role focuses on support, coordination, triage and communication, helping to reduce pressure on clinicians and improve the overall experience for families.

Base location to be agreed. The role will involve travel across the locality to support service delivery. A full driving licence and access to a car are desirable.

Key responsibilities

- Act as a first point of contact for families accessing the neurodevelopmental pathway, particularly those experiencing distress or crisis.
- Support triage of referrals and queries against agreed eligibility criteria such as age, GP practice, and locality.
- Communicate clearly, sensitively, and individually with families following rejected referrals.
- Identify families who may benefit from early contact or additional support while awaiting assessment.
- Provide structured telephone or virtual support to explore concerns, explain the pathway, and offer practical guidance.
- Support families to understand available help regardless of diagnostic outcome.
- Communicate sensitively and compassionately, recognising the emotional impact of uncertainty and waiting times.
- Support booking and coordination of drop-in and follow-up appointments.

- Deliver and support structured drop-in clinics both face to face and via virtual platforms.
- Undertake follow-up conversations to clarify concerns, provide reassurance, and agree next steps.
- Document outcomes and actions clearly in line with service protocols.
- Work closely with administrative and clinical colleagues to support appropriate progression through the pathway.
- Ensure families understand decision rationales and are offered meaningful signposting.
- Reduce distress by avoiding generic or unclear communication.
- Maintain accurate and timely clinical records and documentation.
- Assist with waiting list management and drafting summaries or correspondence under supervision.
- Work collaboratively within the multidisciplinary JADES Team.
- Understand and work within Band 4 role boundaries, seeking guidance when needed.
- Escalate concerns appropriately in line with safeguarding and governance procedures.

Proposed job plan

The post will be made up of a combination of direct clinical work and related administrative tasks, essential for service delivery. The amount may vary from week to week, depending on demand. The job plan will be flexible and will include working in Family Hubs, early years settings, schools and patient's homes. Some remote/home working may be possible at the Manager's discretion.

Outline of Provisional Job Schedule:

To be discussed depending on hours. The specific job schedule will be discussed and agree with the Line Manager.

Person Specification

Essential

- Experience working with children, young people and/or families in a health, education, social care or community setting
- Experience providing telephone-based or direct family support.
- Strong communication skills, including managing sensitive conversations.
- Good organisational and time management skills.
- Ability to use electronic record systems accurately.
- Understanding of confidentiality and safeguarding responsibilities.

Desirable

- Experience within neurodevelopmental, CAMHS or community paediatric services.

- Knowledge of autism, ADHD and wider neurodevelopmental conditions.
- Experience supporting referral pathways or triage processes.

Flexibility Statement

This job description is not exhaustive and may be reviewed and updated in line with service need. Any changes will be discussed with the post holder.

Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there's only three, but because they are unique to who we are. We care, we think, and we do.

Care	Think	Do
<ul style="list-style-type: none">• Inspire• Understand• Communicate	<ul style="list-style-type: none">• Challenge• Improve• Learn	<ul style="list-style-type: none">• Accountability• Involve• Resilience

Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the Records Management: NHS Code of Practice , NHS Constitution and HSCIC Code of Practice on Confidential Information and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training
- Reading applicable policies and procedures
- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
- Ensuring the security and confidentiality of all records and personal information assets
- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
- Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
- Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead
- Adherence to the clear desk/screen policy
- Only using approved equipment for conducting business

Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

Medicines Management Responsibility

Nursing or registered healthcare professionals

Undertake all aspects of medicines management related activities in accordance within the company's medicines policies to ensure the safe, legal and appropriate use of medicines.

Skilled non-registered staff

Undertake all aspects of medicines management related activities in accordance with the company's medicines policy where appropriate training has been given and competencies have been achieved.

Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a "non-smoking" policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

Equal Opportunities

It is the company's intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success.

Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

Employee signature

Manager signature
