

# Role Description

## Chapter Member – 1:1 Delivery



### Advice & Guidance Officer

This role sits within the 1:1 Delivery Chapter and is supported by the Chapter Lead.

**Salary range:** £32,513 - £36,000 pro rata  
**Step B, Chapter Member Main**

**Hours:** 35 per week

**Location:** Home-Based

**Contract:** Permanent

**Disclosure Level:** Enhanced with barred list

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### About the 1:1 Delivery Chapter

The 1:1 Delivery Chapter is a high-performing team dedicated to providing comprehensive information and advice.

We support families to understand their rights and achieve positive outcomes for deaf children and young people. Our tailored, accessible casework is available both in person and virtually.

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### About the role

As a chapter member at the National Deaf Children's Society, you will join a group of like-minded, skilled colleagues. Chapters are self-organising, with every member playing a vital role by sharing their skills, knowledge, and experience while learning and growing together. Led by the chapter lead, all members value and respect one another's contributions, fostering collaborative development.

This role focuses on providing impartial information and advice to families using a variety of methods, with a primary emphasis on connecting with families through digital tools. It involves taking a person-centred approach to all casework with deaf children, young people, and their families, while collaborating with other professionals to achieve this.

Chapter members deliver high-quality support with a strong focus on improving educational outcomes for deaf children and young people. This is achieved through a holistic approach that considers the broader needs of families.

In line with our agile working principles, you may also spend part of your time contributing your skills, knowledge, and expertise to squads of six to nine people focused on customer-centred product development.

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This involves adhering to agile values and principles, collaborating with the product owner and colleagues, and delivering on strategic objectives to provide value for our customers.

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### What a day in the life of an Advice & Guidance Officer might look like:

Prepare and deliver impartial information and advice to individual families using a range of methods, with a primary focus on digital tools. Take responsibility for ensuring accessibility, particularly when working with priority groups.

Support deaf children to have a bright start by providing information and advice on understanding deafness, using communication and language tools, and raising a deaf child, as well as contributing to parent coaching.

Conduct various tasks related to individual case preparation and management, including:

- **Identifying** key areas for support, with a focus on education, learning, and developmental outcomes.
- Assessing needs to prepare an outcome-focused action plan with the deaf child/young person and their family.
- Enabling deaf children, young people, and their families to become more confident in articulating their needs independently.
- Supporting deaf children, young people, and families in considering their options and deciding on their preferred course of action.
- Preparing materials for meetings, hearings, and challenges for external scrutiny.
- Ensuring families and professionals understand local guidance and legislation, how it is applied, and its relevance to the case.
- **Undertaking** informal mediation.

Develop and maintain effective relationships with professionals and organisations involved in supporting the education and health of deaf children. Contribute to awareness-raising and information-sharing opportunities.

Contribute to events, particularly online, by providing advice, guidance, and facilitation tailored to the needs of diverse audiences.

Collaborate with the Activate, Partner, Specialise, and Understand Chapters by sharing insights and data. Contribute to consultations with families of deaf children to support local service improvements.

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Be accountable for all information and advice activities, ensuring compliance with operational policies, procedures, departmental handbooks, and any external quality standards.

Remain vigilant to safeguarding issues related to deaf children, young people, or adults at risk, and raise concerns with safeguarding officers when necessary.

Take personal responsibility for accurately and efficiently recording casework using the CRM system. Contribute to reporting and trend analysis while operating within budgets and plans.

Collaborate with colleagues across the UK through co-case working when appropriate. Develop substantial knowledge of organisational plans, priorities, and local service offerings, including their implementation.

Undertake frequent direct work with deaf children and young deaf adults up to age 25, including within educational settings.

Provide frequent direct advice and guidance to deaf children and young deaf adults up to age 25, focusing on physical or emotional well-being, education, or training.

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### Who are you?

You thrive in a team environment, where you can share and develop your skills, knowledge, and expertise collaboratively.

You have an excellent level of knowledge of paediatric audiology clinical practice and current evidence and practice guidance, and a good understanding of where it fits in the landscape of Healthcare in the UK.

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### What will be in your toolkit?

- Exceptional experience and understanding of the skills and practices required to deliver person centred support to children and young people and their families, which ensures the child/young person's views are gained, understood, and represented.
- Experience of delivering information and advice to families and young people, both digitally and face to face, including planning sessions, ensuring information is accessible and tailored to the audience.

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- An understanding of deafness and its impact on children, family dynamics, raising a deaf child and child development, and translating this into effective, child centred practice.
- A knowledge of Education and Special Educational Needs - including relevant Acts of Parliament, Government guidance on their application, and local implementation of this; with proven ability to proactively expand breadth of knowledge.
- Proven experience of consulting with families, researching, engaging with, and managing relationships with partner organisations, local communities, statutory authorities, and networks to deliver advice, raise awareness, and promote services.

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### What will you bring?

- A can-do attitude and focus on achieving positive outcomes.
- Willingness to share thoughts, skills, knowledge, and experience.
- An open mindset, embracing new concepts and ideas.
- Natural collaboration skills, coupled with clear communication.
- Capability to adapt within a changeable environment.
- Desire to learn agile principles, and to thrive within an agile project environment.
- Strong digital skills (Microsoft 365)
- Ability to learn from mistakes and unafraid of failure.
- Enthusiasm for giving and receiving continual feedback.
- Passion for continuous improvement - reflecting on progress and performance.

# Person Specification

## Advice & Guidance Officer



National  
Deaf Children's  
Society

Essential Criteria		How it is measured
<i>A – Application    I – Interview    T – Test or Presentation    Q – Qualification</i>		
1.	Exceptional experience and understanding of the skills and practices required to deliver person centred support to children and young people and their families, which ensures the child/young person's views are gained, understood, and represented.	A / I
2.	Experience of delivering information and advice to families and young people, both digitally and face to face, including planning sessions, ensuring information is accessible and tailored to the audience.	A / I
3.	An understanding of deafness and its impact on children, family dynamics, raising a deaf child and child development, and translating this into effective, child centred practice.	A / I
4.	A knowledge of Education and Special Educational Needs - including relevant Acts of Parliament, Government guidance on their application, and local implementation of this; with proven ability to proactively expand breadth of knowledge in: <ul style="list-style-type: none"> <li>• Health and Social Care</li> <li>• Equality and discrimination</li> <li>• Disability benefits</li> </ul>	A / I
5.	Proven experience of consulting with families, researching, engaging with, and managing relationships with partner organisations, local communities, statutory authorities, and networks to deliver advice, raise awareness, and promote services.	A / I

Desirable Criteria		How it is measured
<i>A – Application    I – Interview    T – Test or Presentation    Q – Qualification</i>		
1.	A good level of deaf awareness and/or working towards BSL level 2 or a willingness to learn (training is provided).	I
2.	A knowledge of audiology services, including newborn screening.	I
3.	Knowledge and experience of appeal processes, local authority and ombudsman complaints procedures, and lower-level complaint processes for example within schools and health authorities.	I