



## Candidate Information Pack: Advice Triage Advisor

### Welcome

At Norwood, families and professionals within the Jewish community come to us at moments of change, when questions arise, decisions feel complex, or support is needed to move forward. The Open Front Door exists to ensure no one has to navigate these moments alone.

This service is about openness and support. We take time to listen carefully, recognise strengths, and help people understand their options so they can access the right help at the right time. Behind every enquiry is a child, a parent, a young person, or a professional doing their best, and our role is to respond with clarity, respect and practical guidance.

Working within the Open Front Door means being part of a values-led service that turns uncertainty into understanding and questions into clear, supported pathways that make a real difference in people's lives

### The Open Front Door Model

One front door. Two connected pathways. One consistent experience.

Every enquiry enters through the Open Front Door and is triaged once, safely and consistently.

From there, it is routed to one of two places:

1. Community Advice & Triage Pathway: For children and families where community or statutory partners are best placed to help.
2. Norwood Specialist Pathway: For neurodivergent children and adults and those with learning disabilities, their families, and professionals where Norwood's specialist services are the right fit.

This model reduces duplication, protects safeguarding, and ensures families are not passed from service to service repeating their story.

### Community Advice & Triage Pathway - 'We Connect Families' Service

#### Children and Families

This pathway supports a wide range of children's social care and wellbeing concerns, particularly where needs are emerging, unclear, or sit below statutory thresholds.

What families bring to this pathway,

- Worries about neurodiversity or learning needs, with or without diagnosis,
- Emotional wellbeing or behavioural concerns,

, Parenting pressures, family conflict, experiences of domestic abuse, or emotional overwhelm

- Safeguarding worries,
- Housing, financial or day-day practical pressures,



- Education and SEND navigation, including EBSA,
- Grief, trauma, or isolation,
- Situations where families simply do not know where to turn.

What the service provides

- Calm, culturally informed triage
- Clear advice and practical guidance
- Short-term holding while the right route is identified
- Signposting or referral to trusted partners
- Co-working on complex situations
- Follow-up where consent is given

No enquiry is closed without advice or direction. Diagnosis is not required. Curiosity, empathy, and professional judgment guide every response.

### **Norwood Specialist Pathway**

Where triage meets provision

When triage identifies that Norwood is the right provider, families move seamlessly into real services, not abstract referrals.

Children & Family Services:

This is where the pathway comes to life for many families.

Norwood offers needs-based, whole-family support, rooted in Jewish values and community life, and designed to fill the gap when statutory systems cannot.

Families may access:

Skills and Support

- Parenting programmes such as Exploring Autism, ADHD Explained, Talking Teens
- Behavioural support including Non-Violent Resistance and PDA-informed approaches
- One-to-one parenting support tailored to family needs

Social Work and Advocacy

- Specialist SEND, education, health and benefits advocacy
- Support navigating EHCPs, CAMHS and statutory processes
- Experienced professionals who walk alongside families, not over them



#### Counselling and Psychotherapy

- Specialist therapeutic support for neurodiverse children and young people
- Whole-system working with parents, schools and health professionals

#### Short Breaks and Inclusive Activities

- Unity Sunday Clubs and Holiday Clubs
- Creative Club and Life Skills for neurodivergent children and young adults
- Safe, inclusive spaces where children build confidence, friendships and independence

#### Peer Support

- Rainbow, Rainbow Plus and New Horizons parent groups
- Sibling support programmes
- Safe, non-judgemental spaces built on shared experience

#### Transition and Lifelong Planning

- Support from early years through adolescence into adulthood
- Preparation for independence, community participation and adult services

All of this is needs-led, culturally informed, and grounded in real relationships, not eligibility thresholds alone.

#### **Adult Services and Corporate Pathways**

The same Open Front Door also supports:

- Adults with learning disabilities seeking housing or support
- Families planning for adulthood and lifelong care
- Commissioners exploring placements
- Corporate enquiries into HR, recruitment, fundraising, volunteering and governance

Triage ensures the right internal team takes responsibility quickly and clearly.

#### **Safeguarding, Consent and Professional Practice**

Safeguarding is not a bolt-on. It is central.

Candidates should expect:

- Every enquiry considered through a safeguarding lens
- Clear escalation routes and supervision
- Strong consent and information-sharing practice



- Confidence working within UK GDPR and legal frameworks
- Respect for autonomy, capacity and decision-making rights

Anonymous enquiries are supported for general guidance. Identifiable information is handled with care, clarity and purpose.

### **What It Feels Like to work at Norwood**

This is values-led, emotionally intelligent work.

People working in the Open Front Door:

- Listen carefully before acting,
- Hold complexity without rushing,
- Balance empathy with boundaries,
- Work closely with internal services and community partners,
- See the direct impact of good triage on family outcomes.

You will not be expected to fix everything. You are expected to connect people to the right help, at the right time, in the right way.