

Candidate Information Pack

Advocate: Education, Benefits & Health

At Norwood, everything starts with people.

Children who need the right support to thrive. Families trying to navigate systems that are not always built with them in mind.

For over two centuries, Norwood has stood alongside people at these moments.

Today, that mission continues. We support neurodiverse children, young people and their families, and people with neurodevelopmental disabilities, to live their best lives.

This role sits at the heart of that mission.

Why this role exists

Families often come to us at a point of uncertainty.

They are navigating:

- complex SEND pathways,
- education systems that can feel overwhelming,
- health services that require coordination,
- benefits processes that are difficult to understand.

They do not always need more services. They need clarity, structure and confidence.

As an Advocate, you will provide that.

You'll help families understand their rights, prepare for key decisions and take the next step forward with confidence.

The difference you'll make

This is not about volume. It's about impact.

You will see the difference when:

- a parent walks into a meeting feeling prepared instead of uncertain



- a family understands the EHCP process for the first time
- a child gains access to the support they need

Your role will create momentum where there was previously confusion.

**“At Norwood,
everything starts
with people”**

A day in your role

You start by listening... A family shares their situation. You help them make sense of it.

You might then:

- guide them through SEN Support or EHCP pathways
- help them prepare for a meeting with a school or local authority
- explain benefits such as DLA, PIP or Carer’s Allowance
- support them to gather evidence and plan next steps

Alongside this, you:

- maintain clear and accurate case records
- manage timelines and priorities
- work closely with colleagues and external partners to ensure joined-up support

By the end of the day, families feel more confident, more informed and more in control.

How we work at Norwood

At Norwood, our values are lived through how we show up every day.

You demonstrate kindness in how you support families, especially at moments where they may feel overwhelmed. You take time to listen and respond with care.

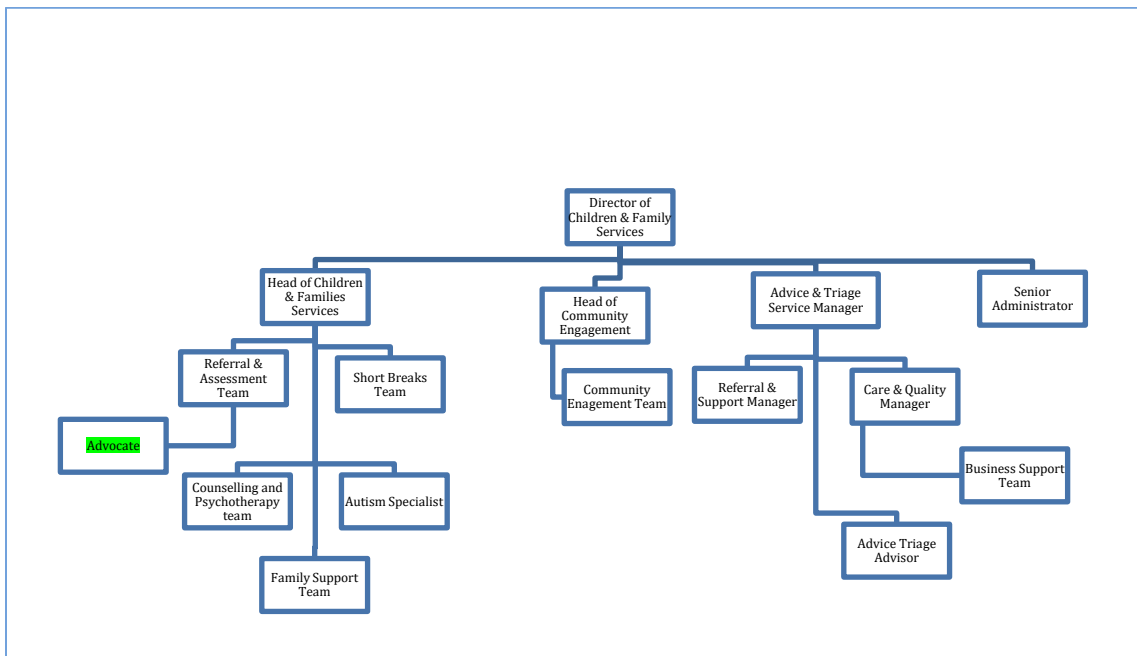
You show respect in every interaction, whether working with families, colleagues or external partners, ensuring people feel heard and understood.

You create belonging by helping families feel seen and valued, particularly when systems have made them feel overlooked.

You enable empowerment by giving families the confidence, knowledge and tools to move forward and make informed decisions.

You will be part of a multi-disciplinary team across Children & Family Services, working in a strengths-based and relational way.

You will work as part of a team that shares responsibility for outcomes and supports each other to deliver the best possible impact.



What you'll bring

You'll understand the realities families face and may come from advocacy, education, SEND, health or social care.

What matters is that you:

- can navigate complex systems and explain them clearly
- build trust and relationships quickly
- stay organised while managing multiple cases
- are driven by purpose and impact

Experience with SEND processes, EHCP pathways or disability-related benefits will strengthen your application.

Application and Interviews: We hope you will consider making an application. To make an application, please go to Norwood's Career page and click on the apply now button for the role, with the following prepared:

- A supporting statement (no more than 500 words) that sets out how you meet the person specification, and
- Your CV

Closing date: 21th June, 2026

Face to Face First interviews: week commencing, 30th June, 2026 and 1st July, 2026

Job Description & Person Specification

Position: Advocate (Education, Benefits & Health)

Reports To: Referral & Assessment Manager

Salary Range: £34,000 - £38,000 (pro rata to, £20,400 to £22,800) per annum

Contract: Permanent

Hours Per week: 21 (Part Time)

Our Values and Behaviours

To act in accordance with “Our Values and Behaviours” at all times when delivering your role, ensuring that “Kindness”, “Respect”, “Belonging”, and “Empowerment” are fundamental to your behaviour.



In addition to undertaking the accountabilities as outlined below, the post holder will be expected to fully adhere to all Norwood policies and procedures which are referenced in the employment contract and Norwood's intranet.

Role Summary

Children & Family Services at Norwood provides a high-quality, whole-family offer to children, young people and their families, many of whom are navigating neurodiversity, learning disability and complex systems of care.

For many families, understanding and accessing statutory systems can feel confusing, fragmented and at times overwhelming. Parents often tell us they are unsure where to start, what their rights are, and how to secure the right support for their child.

Norwood is establishing a new Advocacy and Advice Service as part of its Children & Family Services. This is the first service of its kind within the Jewish community: a coordinated, culturally-informed offer

spanning education, benefits and health, designed to provide clear guidance, consistent support and a pathway forward.

As an Advocate, you will work alongside families at key points in their journey, helping them make sense of complex systems, understand their rights, and take practical steps toward securing appropriate support. You will bring clarity where there is confusion, structure where processes feel unclear, and confidence where families may feel uncertain.

The role is strengths-based, relational and outcome-focused, taking a whole-family approach that recognises both the pressures families face and the expertise they bring. This is a non-statutory, non-legal role; you will not replace legal representation or statutory services, but will ensure families are well-informed, prepared and able to engage effectively with professionals and systems.

The Advocacy Service sits within Norwood's wider Children & Family Services offer and works in close alignment with social work, family support, therapeutic and community-based provision. You will be part of a multi-disciplinary team, contributing to coordinated and joined-up support across education, health and family systems.

The Advocate will contribute to the ongoing development of Norwood's Advocacy and Advice Service, helping to identify emerging themes, unmet need and barriers families experience when accessing support. The role requires professional judgement, strong partnership working and the ability to navigate complex and interconnected systems across education, health and social care.

Norwood is committed to supporting continuous professional development within this role, including ongoing learning in SEND law, welfare rights and wider statutory frameworks, recognising the pace of change in national policy and guidance.

This is an opportunity to be part of building an exceptional, sector-leading service, working within a multi-disciplinary team committed to improving access, experience and outcomes for families.

Key Accountabilities

1. Advocacy and family support

- a. Build trusting, respectful relationships with families, creating a safe space for them to share their experiences
- b. Work in a way that keeps the child or young person and their family at the centre, recognising the wider family context and interconnected nature of need
- c. Develop a clear understanding of the family's situation, strengths, priorities and goals
- d. Support families to feel more confident in their own voice when working with professionals and services
- e. Provide accurate, clear and accessible information tailored to the family's level of understanding
- f. Recognise and build on family resilience and capacity through a strengths-based approach

2. Education (SEND) advocacy

- a. Provide guidance across the full SEND pathway, including:
 - a. early concerns and SEN Support
 - b. requesting and preparing for assessments
 - c. EHCP applications and needs assessments
 - d. reviewing draft EHCPs (Sections B, F and I)

- e. annual reviews and transitions
- b. Support families to prepare for meetings with schools and local authorities, and attend where appropriate
- c. Help families gather and organise evidence to support their case
- d. Explain legal duties and processes in a clear and accessible way
- e. Support families to navigate disagreement processes, including mediation and tribunal preparation (within role boundaries)
- f. Track statutory timelines and ensure families understand key deadlines

3. Benefits and financial advocacy

- a. Provide guidance on disability-related benefits, including:
 - a. Disability Living Allowance (DLA)
 - b. Personal Independence Payment (PIP)
 - c. Carer's Allowance
 - d. relevant Universal Credit elements
- b. Support families to:
 - a. understand eligibility criteria
 - b. complete applications
 - c. gather supporting evidence
 - d. understand outcomes and next steps
- c. Provide guidance on wider financial and practical support, including grants, local authority schemes and voluntary sector provision

4. Health and system navigation

- a. Support families to understand pathways into health services, including:
 - a. neurodevelopmental assessment pathways (e.g. autism, ADHD)
 - b. therapy services (e.g. SALT, OT)
- b. Help families interpret professional reports and recommendations
- c. Support alignment between education, health and other services

5. Case management and quality

- a. Maintain clear, accurate and timely records on the CRM system
- b. Document advice, actions and outcomes in line with organisational standards
- c. Track key statutory and casework deadlines
- d. Work in line with GDPR, Norwood policies and confidentiality and information-sharing protocols
- e. Ensure clarity of role boundaries, including provision of appropriate disclaimers

6. Service development and operational contribution

- a. Contribute to the development and implementation of Norwood's Advocacy and Advice Service, supporting consistent and high-quality practice
- b. Identify emerging themes, barriers and unmet need affecting families, contributing to service learning and improvement
- c. Support the development of resources, guidance and pathways that improve family access, understanding and experience
- d. Contribute to service monitoring and evaluation through accurate recording, outcome tracking and reflective practice
- e. Share specialist knowledge and contribute to practice discussions within the wider Children & Family Services team

7. Multi-disciplinary and partnership working

- a. Work as part of Norwood’s Children & Family Services multi-disciplinary team, including social workers, family support workers, therapists and triage colleagues
- b. Contribute to a coordinated, whole-family approach, ensuring support across education, health and family systems is aligned
- c. Participate in joint intake, joint planning and joint review processes where appropriate
- d. Use specialist knowledge to contribute to multi-disciplinary planning and coordinated support arrangements for families with complex or interconnected needs
- e. Contribute to shared planning and outcomes whilst maintaining appropriate professional boundaries
- f. Liaise effectively with external partners including schools, local authorities, health professionals and voluntary sector organisations

8. Safeguarding and professional accountability

- a. Identify and respond appropriately to safeguarding concerns in line with Norwood and national policy and guidance
- b. Maintain professional curiosity and reflective practice
- c. Apply professional judgement when navigating complex situations involving overlapping education, health, wellbeing and family needs
- d. Maintain a strong and up-to-date understanding of SEND law, welfare rights and relevant statutory frameworks, proactively engaging with changes in legislation, guidance and national policy developments
- e. Work within the scope of a non-statutory advocacy role, maintaining clear boundaries at all times

Person Specification

	Essential	Desirable	Evidence
Qualification(s)	<ul style="list-style-type: none"> • Relevant qualification or equivalent professional experience in education, advice, advocacy, welfare rights, health or social care. 	<ul style="list-style-type: none"> • IPSEA SEND training (Levels 1–3) or equivalent SEND advocacy training. • Welfare Rights / Benefits Advice qualification (e.g. Citizens Advice, CPAG, Welfare Rights training) • Independent Advocacy qualifications (e.g. City & Guilds Advocacy, NVQ in Advice & Guidance) 	Cover Letter / CV / Onboarding

		<ul style="list-style-type: none"> • Training in SEND law or tribunal processes • Substantial experience professional experience in a similar Advocacy role. 	
Experience	<ul style="list-style-type: none"> • Experience working with children, young people or families in an advice, advocacy, education or support setting • Experience supporting individuals and families to navigate complex education, health and support systems • Experience contributing to coordinated support planning across services or agencies • Experience working with families where needs span education, health, wellbeing and family functioning 	<ul style="list-style-type: none"> • Experience supporting EHCP applications, reviews and draft plans. • Experience supporting mediation or tribunal processes. • Experience in advocacy, welfare rights or advice services • Lived experience as a carer or user 	CV / Interview / Onboarding

<p>Skills & Abilities</p>	<ul style="list-style-type: none"> • Ability to explain complex information clearly and accurately • Strong listening and relationship-building skills • Ability to support and empower families without taking over • Ability to apply professional judgement within complex and emotionally demanding situations • Ability to contribute to coordinated planning and multi-disciplinary decision-making • Ability to identify barriers, emerging themes and unmet need, and contribute to service improvement and pathway development • Ability to balance direct casework with wider service and operational responsibilities • Strong organisation and case management skills • Ability to manage multiple cases and deadlines • Clear and professional 	<ul style="list-style-type: none"> • Experience drafting letters, submissions or structured responses • Confidence with CRM tools • Confidence facilitating multi-agency meetings or workshops 	
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	<p>written communication</p> <ul style="list-style-type: none"> • Commitment to ongoing learning and maintaining up-to-date knowledge of SEND law, benefits systems and statutory guidance 		
Knowledge & Training	<ul style="list-style-type: none"> • Strong working knowledge of SEND systems, including SEN Support and EHCP processes • Knowledge of disability-related benefits, including DLA, PIP and Carer's Allowance 	<ul style="list-style-type: none"> • Knowledge of health pathways (e.g. diagnostic routes, therapies) • Knowledge of the Jewish community and culturally responsive practice 	Cover Letter / CV / Interview
Personal Qualities & Attributes	<ul style="list-style-type: none"> • Ability to explain complex information clearly and accurately • Strong listening and relationship-building skills • Ability to support and empower families without taking over • Ability to apply professional judgement within complex and emotionally demanding situations • Ability to contribute to coordinated planning and 	<ul style="list-style-type: none"> • Experience drafting letters, submissions or structured responses • Confidence with CRM tools • Confidence facilitating multi-agency meetings or workshops • Lived experience of navigating SEND or disability systems 	Cover Letter / CV / Interview

	<p>multi-disciplinary decision-making</p> <ul style="list-style-type: none"> • Ability to identify barriers, emerging themes and unmet need, and contribute to service improvement and pathway development • Ability to balance direct casework with wider service and operational responsibilities • Strong organisation and case management skills • Ability to manage multiple cases and deadlines • Clear and professional written communication • Commitment to ongoing learning and maintaining up-to-date knowledge of SEND law, benefits systems and statutory guidance 		
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All roles require a DBS check and satisfactory clearance under Norwood’s safer recruitment policies. We are committed to safeguarding the wellbeing of our people and maintaining a respectful, safe environment.

This job description is not exhaustive and may be updated as accountabilities evolve.

NORWOOD

Taking on life together