# Community Support Worker

## Job Description

Reports to:The Senior Community Support Worker & Chief Executive Officer where appropriate.

Works with: Devon in Sight staff, volunteers, clients and partner organisations.

Hours of work: 30 hours per week

## Job Summary

**Devon in Sight** is a local charity which provides practical help and advice to people who are blind or partially sighted to help them live life to the full.

Our new Community Support Service aims to improve access to a range of holistic advice and support services for people with sight loss across the county. The Community Support Workers assess the needs of people with sight loss, and prepare appropriate action plans to ensure that they are accessing support, equipment and training to help them adjust to their sight loss.

You will work alongside the Senior Community Support Worker and Office Manager to plan and organise **Community Sight Loss Hubs** in key market towns in the geographical area of benefit, inviting other agencies and organisations along to deliver training and awareness sessions.

## Main Duties

### Assessment and Training

1. Process referrals, registering client details on our Database.
2. Send out ‘Welcome and Information Packs’.
3. Conduct one-to-one ‘Sight Loss MOTs’ and prepare action plans.
4. Arrange support from our Sight Loss Adviser with equipment and training to help clients to adjust to their sight loss.
5. Encourage Registration as Sight Impaired and Severely Sight Impaired.
6. Provide clients with information about other services and agencies where relevant.
7. Signposting and/or refer clients to the Health and Social Care Sector and Voluntary Sector for specialist support and training to help them adjust to sensory loss.

### Community Based Support

1. You will plan and organise **Community Sight Loss Hubs** in key market towns in the geographical area of benefit, inviting other agencies and organisations along to deliver training and awareness sessions.
2. You will host Talk and Support Groups from the Community Sight Loss Hubs.
3. Recruiting and managing a team of volunteers who will offer support to clients to improve their independence and wellbeing.
4. Encouraging clients to access Eye Health and Sight Loss Services such as High Street Optometry, Hospital Eye Units and Low Vision Clinics.

### Partnership Services and Clinics

1. To liaise closely with the Local Authority Sensory Team and other agencies as necessary.
2. Work with partner organisations to arrange advice and training sessions at the Community Sight Loss Hubs.

**Community Engagement**

1. Develop peer support in the local community by supporting Social Groups for the Visually Impaired, Talking Newspapers and other community groups.
2. Raising awareness of Eye Health and Sight Loss in the local community involving service users where possible.
3. To involve people with sight loss in our **Your Voice for Change Initiative** and other local forums to influence future service development.
4. Identify Fundraising opportunities within the local community, and businesses.

### General

1. Maintain relevant records of clients and volunteers, maintain statistics and preparing regular returns where appropriate.
2. Participate in RNIB’s Living with Sight Loss Courses.
3. Map community based support services adding them to our CharityLog Database.

## Health & Safety

To abide by the policies and procedures of the Devon in Sight in relation to Health and Safety to ensure a safe working environment for volunteers, service users and the general public.

## General

To co-operate fully as a member of the staff team including attendance at staff meetings, training events and the Annual General Meeting.

To participate in regular individual supervision sessions and annual appraisals.

To demonstrate a commitment to equal opportunities.

To carry out such other duties as required that may reasonably fall within the scope of the post.

Observe Devon in Sight’s Policies and Procedures at all times.

# Community Support Worker

### Person specification

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| **Experience & Qualifications** | |
| Educated to GCSE level English and Maths or equivalent. | E |
| Providing information, advice & guidance. | E |
| Assessing client need and designing action plans. | E |
| Facilitating group sessions or workshops. | E |
| Scheduling an appointment based system. | E |
| A solution focused approach to problem solving. | E |
| Ability to give presentations to a wide range of stakeholders. | E |
| Demonstrate a commitment to Partnership working. | E |
| Managing and supervising others. | E |
| Managing a diverse caseload and dealing with complex enquiries. | D |
| Experience of working with people with disabilities or minority groups. | D |
| Working with a large and diverse group of volunteers. | D |
| Working in a caring profession. | D |

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| Knowledge & Understanding | |
| Understanding of the needs of people with sight loss. | D |
| A knowledge of local and national service provision for blind and partially sighted people. | D |
| Knowledge of disability issues. | D |
| Knowledge of the geography of the area of benefit. | D |

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| Skills and Abilities | |
| Ability to communicate effectively, including listening and empathising while remaining objective. | E |
| Ability to support and motivate a team of volunteers. | E |
| Leadership, management, communication and assessment skills. | E |
| Ability to respond imaginatively and flexibly to client needs and to solve problems. | E |
| Well organised with an appreciation of the importance of forward planning and working to deadlines. | E |
| Ability to identify client needs and translate them into achievable goals. | E |
| Ability to develop and maintain appropriate and positive relationships with clients and outside agencies. | E |
| Ability to work on own initiative and liaise with Line Manager as and when required. | E |
| IT literate and competent in use of Microsoft Office software  including Word, Excel and databases, or equivalent. | E |
| Use of Assistive Technology. | D |

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| Qualities and Competencies | |
| Self-motivated. | E |
| Able to work on their own but also as part of a wider team with whom they are able to quickly build up trust and confidence. | E |
| Personal commitment to equal opportunities & anti-discriminatory practice. | E |
| Able to respond to callers and visitors in a way which is both professional and friendly manner at the same time – this includes spoken and written communication. | E |
| A commitment to empowerment. | E |
| A commitment to work with other organisations. | E |
| Special Requirements | |
| Ability to travel around the area to meet with clients and volunteers. | E |

## Terms and Conditions

1. The post is part -time 30 hours per weekand may involve occasional evening and weekend work.
2. Mondays are core working days for all staff but all other hours are flexible.
3. The salary is £19,247 (Full Time Equivalent) per annum payable monthly in arrears.
4. Annual Leave entitlement is 31 days (pro rata) per annum, including statutory bank holidays and 3 extra days to be taken between Christmas and New Year. The leave year will commence on 1st of April and all leave entitlement must be taken within that twelve month period.
5. The post is home based but there will be a requirement to travel around the area of benefit in the performance of the job and to attend meetings at our office in Exeter.
6. Reasonable travelling expenses will be reimbursed; the allowance for staff currently using their own cars is 45p per mile.
7. The post holder will need to undertake a Disclosure and Barring Service Check (DBS).
8. Devon in Sight operates a contributory pension scheme.