



Improving Lives Plymouth

A Charity supporting people since 1907

Job Description

Job:	Sensory Worker (Maternity Cover)
Managed by:	Sensory Solutions Manager
Work Location:	Mannamead Hub, 156 Mannamead Road
Salary:	£12,720 per annum (actual)
Hours:	21 hours per week (Wed – Fri 9-5)

This post is subject to a Disclosure and Barring Service (DBS) check

Role Context

Provide help, information, and advice to people with sensory impairment and those who support them (both at the Resource Centre and out in the wider community) to facilitate choice and support independent living.

Key Tasks

1. Provide information, advice, and guidance to people with a sensory impairment (including British Sign Language users), carers, professionals and others
2. Conduct home visits to people with sensory impairment and design and co-ordinate the implementation of person-centred support plans to promote self-confidence and independent living
3. Represent Sensory Solutions at workshops, exhibitions and events to promote the Service both at the Centre and out in the community
4. Make presentations on aspects of the Resource Centre's work, as directed by the Sensory Solutions Manager.
5. Demonstrate the assistive technology (including I.T. equipment) available through Sensory Solutions to those visiting the Centre and/or during visits to service users in their own homes and advise on its suitability
6. Monitor the condition of Resource Centre equipment and report any defects that might indicate that these items require repair or replacement
7. Provide support to hearing aid users including maintenance of hearing aids both in the Resource Centre and out in the community – to include attendance at hearing aid clinics
8. Deliver training sessions to professionals including medical students, the general public and/or co-workers, as directed by the Sensory Solutions Manager – to include the provision of sensory impairment awareness training, Looking out for Sight (Lo4S) training, Skills for Seeing training and Toolbox talks on assistive technology equipment

9. To maintain accurate, up to date records, using Charity Log IT system (CRM) ensuring it conforms to the general data protection regulation (GDPR)
10. Carry out administrative tasks (including money handling) and maintain accurate records, to include using the Resource Centre's integrated control system for stock management
11. Assist with the training and development of Sensory Solutions volunteers and students visiting and/or on secondment to the Centre
12. Be an active member of the Sensory Solutions Team regarding approach adopted to service delivery and development
13. Form effective working relationships with local and national charity workers, statutory workers, and those working/volunteering for other agencies in the field of sensory impairment
14. Advocate with other agencies/organisations on behalf of service users when required
15. Assist the Sensory Solutions Manager gather and process data to facilitate performance monitoring and evaluation of the service
16. Operate in accordance with all ILP policies and procedures appertaining to this role
17. Undertake other tasks that are appropriate to the role and job description.

Person Specification

Experience

Working with people with Sensory Impairment
 Providing practical and emotional support
 Providing information, advice, and guidance
 Undertaking Needs Assessments and devising and implementing basic care plans
 Managing a service user case load
 Communicating effectively with people at all levels
 Working within a team
 Supporting volunteers

Essential

Experience of providing one-to-one advice or support in a similar/relevant role.
 Ability to develop and maintain constructive relationships with clients and professionals from other agencies and share information appropriately.
 Confident to provide training
 A positive, energetic and solution focussed approach
 Excellent communication skills, with the ability to empathise
 Excellent IT skills including the use of Office 365, emails and internet.
 Ability to keep good records
 Ability to learn and take on new ideas
 Well-developed organisational skills and time management skills
 Ability to deal appropriately with confidential matters.
 Ability to work independently and flexibly as part of a team.

Knowledge of

Understanding of the Social Model of Disability and its application

Understanding of disability (particularly Sensory Impairment and its potential effects on the individual)

British Sign Language (Level 1 or above) preferred but not essential

Understanding of how assistive technology may help those with sensory impairment live more independently

Experience of working with volunteers

Local and National Services available to those with sensory impairment.

Qualifications

NVQ level 3, equivalent or above, in advice and guidance or other relevant qualification

GCSE English and Maths at grade C or above, or equivalent

Good IT Skills – word processing, databases, spreadsheets, outlook

Willingness to undertake additional training as necessary

Personal Attributes

Ability to relate well to people

Professional attitude with the ability to prioritise workload and maintain a high level of accuracy when preparing and entering information.

Ability to work on own initiative when required.

Willingness to learn