

## **The Sheffield Royal Society for the Blind**

### **Job Description – Community Advice Officer**

**Hours:** 37½ hours per week, 8:30am to 4:30pm, Monday to Friday, ½ hour for lunch. Some flexibility in terms of working hours may be required to meet the needs of our client group, including appointments with clients and/or their families during evenings or weekends. Additional hours may be required, including occasional social evenings for clients.

**Salary:** Negotiable subject to relevant skills and experience.

#### **Background Information:**

Sheffield Royal Society for the Blind provides a range of services and facilities to support people with sight loss in Sheffield and people with sight loss and/or hearing loss in Rotherham. Our services in Rotherham are delivered under the name of Rotherham Sight & Sound. Our overarching aim is to promote people's independence through advice and subsequent referral to other services, both our own and other agencies.

#### **Duties & Responsibilities:**

Reporting to the Team Leader of Community Advice Officers and working as part of a team of people dedicated to providing a high quality Community Advice Service for the visually impaired people of Sheffield and sensory impaired people of Rotherham. Comprehensive vocational training will be given.

- 1) Generally to visit clients in their homes to offer support and advice on a variety of topics, including, but not restricted to: -
  - a) Choice of suitable aids to assist with everyday tasks, some of the aids being free issue by Social Services and others that the client purchases.
  - b) Liaison with Social Services and/or other agencies to secure appropriate services for our clients.
  - c) Completion of a variety of forms including Disability Living Allowance, Personal Independence Payment and Attendance Allowance and supporting clients through the appeals process.
- 2) Formal Specialist Needs Assessment of visually impaired people on behalf of Social Services in Sheffield.
- 3) Respond to referrals from a variety of sources.
- 4) Completion of appropriate internal report forms following visits to clients.
- 5) Assistance with occasional Social Evenings and other functions, including transporting clients.
- 6) Demonstrate, collect and deliver a variety of equipment as and when required.

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- 7) Assistance with SRSB day trips.
- 8) Undertake appropriate training as and when required.
- 9) Other ad-hoc duties as may be required from time to time.

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**Person Specification**

E = Essential Requirement  
D = Desirable Requirement

<b>Experience and Qualifications</b>	<b>E or D</b>
Experience of person-centred planning and assessment of need	D
Experience of welfare benefits work, including completing forms, supporting clients through the appeals process etc	D
Experience of producing written and electronic based reports	D
Experience of empowering individuals to meet their goals	D
Experience of working in the field of sensory impairment	D
Commitment to own continuing professional development and attendance at further training	E
<b>Skills and Abilities</b>	
Ability to travel across Sheffield and Rotherham on a daily basis in a time efficient manner, which in practice means access to a car	E
Ability to communicate clearly and effectively in a structured way with a range of individuals, both verbally and in writing	E
Ability to listen and empathise whilst remaining objective	E
Ability to communicate with staff in a professional manner - to develop and maintain appropriate positive relationships with clients, their families and outside agencies	E
IT literate and competent in use of Microsoft Office software including Word, Excel and Outlook, or equivalent	E
Experience using CRM (database) software, currently Goldmine but due to be upgraded to Microsoft Dynamics over the course of the next 6 months	D
Ability to work on own initiative and liaise with colleagues as and when required	E
Ability to prioritise and manage own workload	E

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<b>Qualities and Competencies</b>	
Self motivated	E
Personal commitment to equal opportunities and anti-discriminatory practices	E
Ability to motivate and support others	E
A commitment to empowerment	E
Conscientious and thorough in record keeping, data collection and data protection to support service delivery and development	E
<b>Other Requirements</b>	
Ability to travel for events such as training, forums etc	E
This post may require some very occasional UK travel and may include occasional overnight stays	E
Appointment is subject to an Enhanced DBS check and satisfactory references, including a reference from your current/most recent employer	E

**All Staff are required to:**

Understand and comply with all relevant legislation and SRSB's policies and procedures, including data protection, safeguarding and health & safety. Confidentiality of information relating to clients, volunteers and staff is of paramount importance.

To bring to the attention of the General Manager any serious problems or areas of concern

Work as part of a team for the benefit of our clients. Staff are expected to be conscientious, adaptable and flexible in their duties.

Actively promote the work of SRSB as an independent charity for the provision of help, support and provision of services in various forms for the benefit of our clients.

Undertake appropriate training as and when required, some of which will be Health & Safety related and some of which will be skills related.

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**Benefits:**

Life Assurance

All staff are covered under a life assurance policy for twice their annual salary.

Pension

You will be auto enrolled in SRSB's staff pension scheme immediately and contribute 1% of your gross earnings (plus employer contribution 1%). This percentage is due to increase to 3% employee (employer 2%) in April 2018 and 5% employee (employer 3%) in April 2019, subject to the government not deferring these increases. If you wish to contribute over and above this percentage you may do so, but SRSB will not match this extra contribution. This is a 'money purchase' scheme and is contracted in to SERPS.

Holidays

23 days per annum plus 9 days statutory/customary holidays. 3 days must be reserved for the Christmas/New Year shutdown. Additional holiday entitlement starts to accrue after 3 years' service. Our holiday year is 1st January to 31st December, holiday entitlement accruing pro-rata throughout the year.