

## JOB DESCRIPTION: Generation Communication Officers

**REPORTS TO:** Equipment Manager

**DEPARTMENT:** Equipment Services

### SCOPE

This role will focus on the Generation Communication Project. This project has been funded by the Coronavirus Community Support Fund, distributed by The National Lottery Community Fund, made possible by the Government.

Workshops will take place in the community and care home venues in order to help teach older Deaf people how to use a range of connected devices.

Role holders will enable older Deaf people to be able to use new technology (mobile phones/tablets/laptops) more confidently to access appropriate visual communication platforms to communicate with family and friends.

You must be flexible in your approach and committed to playing a key role in the delivery of the project.

An ability to work independently whilst part of a supportive team is essential.

### TRAINING AND RESPONSIBILITIES

- In order to be able to run sessions, full training will be provided. This will take six hours in total and will comprise of some direct training (face to face) and some seminar style training (remote learning through video conferencing). The training will include -
  - Technical Equipment Competence.
  - Troubleshooting (devices and networking).
  - Teaching/Learning methodologies (age specific methodologies for the client group).
  - Safeguarding (considering that some individuals may be vulnerable).
- The GC Officer will then deliver workshops to older Deaf people in their locality – you will be assigned to a group of older Deaf people and will deliver training to the group.
- The training may take place in residential homes where there are a number of Deaf people together, in other social/community spaces where a number of customers who live in their own homes can benefit from the training at the same time or in individuals homes. This will depend on restrictions in place due to the pandemic.
- This initial training to the older people will include -
  - Introduction to devices (tables, phones, laptops) and how to use them.
  - Introduction Social Media.
  - Web Safety.
- GC Officers will then maintain contact with the group individually through Facetime / Skype/ Zoom through the devices purchased by the learners before or after the first session.

**General Duties:**

- To ensure the clients and the needs of clients are at the centre at all times.
- To abide by and promote the visions and values of the organisation through the observation and implementation of all company policies.
- Provide a flexible working pattern, to ensure the smooth operation of the project including working out of core hours, weekends and public holidays.
- Travel will be required.
- Undertake any other duties as appropriate, and as reasonably required, to meet the changing needs of the service.

This Job Description is not exhaustive, and the post holder may be required to undertake other duties as required and for which s/he is suitably able as required by senior staff.

**REQUIRED SKILLS**

- Deaf awareness knowledge.
- Confident in using webcam and phones / tablets for communicating with others eg Zoom and Teams.
- Ability to work as part of a team.
- Self-confidence and the ability to manage challenging situations.
- Flexible, professional and positive approach.
- Reliability in terms of full attendance and timekeeping.
- A practical, hands on approach.
- Good communication skills both internally & externally.
- A willingness to learn.
- Confident in presenting to small groups.
- Empathy for deaf & hard of hearing people, especially the elderly.

**ADDITIONAL INFORMATION**

- The post holder must maintain the appropriate standard of confidentiality and comply with Action Deafness's Rules, Policies and Procedures.
- This Job Description may be subject to change at the discretion of Action Deafness and in accordance with business developments. Any changes will be communicated to and consulted with the post holder appropriately.
- The post holder will require an acceptable Enhanced DBS disclosure.