

JOB DESCRIPTION: Equipment & Information Officer

REPORTS TO:	Operations Manager – AD Hubs
DEPARTMENT:	Finance & Operations
DIRECT REPORTS:	None
HOURS OF WORK:	22.5 hours per week
BASE:	Hereford Office

KEY RELATIONSHIPS

To maintain excellent relationships with:

AD clients, contractors, suppliers, providers, partners, local authorities, NHS partnerships.

All AD-related departments and sections

SCOPE

To deliver support services to Deaf, Deafened, Deafblind and Hard of Hearing people in the county of Herefordshire, occasional travel may be required to Oxfordshire, West Midlands and Worcestershire.

You will have the necessary skills and experience to provide Information and Equipment services for hard of hearing / deaf sign language / deafblind users and service providers of all ages in a wide variety of community-based settings.

You must be flexible in your approach with the ability to use initiative and work independently whilst being part of a supportive team. An ability to travel across our locations.

Action Deafness have established support services committed to providing high quality, professional workers to empower our local deaf communities.

RESPONSIBILITIES AND DUTIES

- To ensure good communication with clients using their preferred method e.g. BSL, clear speech, written English, Deafblind manual alphabet (an Interpreter can be used if required).
- To ensure the clients and the needs of clients are at the centre of your attention at all times.
- To support clients in line with Action Deafness contracts (where applicable).
- To support Deaf, Deafened, Hard of Hearing and Deafblind clients, their families and professionals in accessing equipment, information and advice regards any aspects of hearing loss, to sign post them when required either internally or externally.
- To be the first point of contact for Herefordshire enquiries – including answering the phone and emails, responding to enquiries and providing advice where required.

- To undertake client home assessments in the community regarding Equipment for those with a hearing loss, assessing the clients and their surroundings and providing / recommending equipment to enable them to remain safe at home – this is primarily across Herefordshire as part of the Sensory Service contract but also across other locations if requested.
- To build up a good working knowledge of equipment available to those with hearing loss in order to make recommendations.
- To co-ordinate the Hereford SIS services – including attending drop-in sessions and outreach Audiology clinics, taking bookings and opening the shop each Monday morning.
- To ensure the level of equipment stock stored meets the demand and conduct regular stock takes.
- To ensure the delivery of a professional approach and service by providing reports, attending supervision, appraisals, internal and external meetings, training and conferences when required.
- Recording data on the company spreadsheets.
- Offer guidance on hearing loss related matters.
- To maintain effective liaison with the other departments within the organisation.
- To be involved in social client activities and events – this could include coffee mornings and forums either onsite or at other locations.
- To comply with reporting systems following contact and maintain effective filing systems, both manual and computerised.
- To provide Information Services on an Outreach basis e.g. attending presentations/open days or taking information out to Community locations.
- Covering reception duties when working in the offices and assisting other teams when required, such as answering the door.
- To represent the organisation in external forums as agreed by your line manager.
- To assist in the delivery of consistent high-quality services by fully participating with and actively supporting colleagues.
- To abide by and promote the visions and values of the organisation through the observation and implementation of all company policies e.g. Equal Opportunities, Health & Safety, Child Protection, Confidentiality etc.

REQUIRED SKILLS

Essential

- Excellent organisational and multitasking ability with flexibility and adaptability.
- Outstanding communication and teamworking skills.
- Strong administration skills.

- Strong attention to detail on organisation and record keeping.
- Proficient in MS Office.

Desirable:

- Proven experience as an administrator or similar role.
- Experience in project management.
- Knowledge of office procedures.
- GCSEs including Maths and English.
- Qualification in administration.
- Knowledge on equipment for hearing loss

REQUIRED COMPETENCIES

Core Competences	Outcomes
<p>Self-Awareness and Management</p> <p><i>Definition:</i> Self-awareness is an understanding of your own emotions and how they impact on your own behaviour and/or the behaviour of others. It is also about understanding your own strengths and limitations.</p>	<ul style="list-style-type: none"> • Understand the need to be strong and positive in the face of adversity but also recognise areas of one’s own weaknesses and when to seek guidance and support. • Seek feedback and consider it carefully. • Look for appropriate opportunities to improve areas of weakness. • Manage emotions so as to minimise negative impact on others. • Consider approach at meetings to suit needs of others, rather than own preferences. • Demonstrate critical reflections of own practice and behaviour by regularly seeking feedback from peers and managers. • Highly self-motivated and able to work under own initiative and direction, as well as under guidance, to achieve stated objectives within the necessary timescales.
<p>Leadership and Management</p> <p><i>Definition:</i> Leading, encouraging, inspiring and supporting others to develop confidence and capability to help them realise their full potential. Managing resources and holding others accountable.</p>	<ul style="list-style-type: none"> • Communicate and gain stakeholder commitment to AD’s vision in accordance with the corporate strategy. • Provide positive leadership traits and able to inspire and influence stakeholders. • Demonstrate personal integrity whilst dealing with colleagues and stakeholders. • Able to actively listen and influence others. • Continuously seek and/or encourage others to seek opportunities for different and innovative approaches to addressing organisational problems and opportunities. • Ensures Health and Safety guidelines are adhered to, to mitigate risk.
<p>Relationship Building and Team Working</p> <p><i>Definition:</i> Building bonds with others to work collaboratively across organisational boundaries and using these to persuade or gain support to achieve positive</p>	<ul style="list-style-type: none"> • Demonstrate collaborative team working through integrity and behaviours. • Demonstrate positive and constructive collaboration between colleagues to contribute towards a positive team-working environment. • Identify relationships that are not strong, meet the individual(s) concerned to establish why and initiate actions to build and enhance the relationship(s). • Challenge others with respect and courtesy.

<p><i>outcomes and goals for Action Deafness.</i></p>	<ul style="list-style-type: none"> • Create new opportunities for individuals to work together, break down barriers that may get in the way of effective team working. Challenges others to do the same.
<p>Innovation and Flexibility <i>Definition: The ability to formulate new ideas or to adapt or use existing ideas in a new or unexpected way to solve problems, and to think ahead to spot or create opportunities and maximise them.</i></p>	<ul style="list-style-type: none"> • Is innovative, proactive and solution-minded. • Is prepared to consider changes to own practices. • Responds to new ideas by discussing why they might work instead of telling others why they won't work. • Is willing to investigate options in depth, even when they are the ideas of others. • Works in a flexible and agile manner to meet the needs of members, clubs, coaches, volunteers, officials and colleagues.

ADDITIONAL INFORMATION

- The post holder must maintain the appropriate standard of confidentiality and comply with Action Deafness's Rules, Policies and Procedures.
- Car owner/driver (essential) - expenses reimbursed in line with AD expenses policy.
- Personal circumstances must allow the candidate to work extended hours on occasions during times of peak activity including evenings and weekends.
- 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.

REQUIRED QUALIFICATIONS

- The post is offered subject to an acceptable Enhanced DBS disclosure.
- Training to become an appointed Fire Warden and First Aider must be undertaken.