

JOB DESCRIPTION: Hub & Information Officer

REPORTS TO:	Operations Manager – AD Hubs
DEPARTMENT:	Finance & Operations
DIRECT REPORTS:	None
HOURS OF WORK:	15 hours per week
BASE:	Home based with travel across the counties of Walsall, Midlands (West / East), Worcestershire, Oxfordshire and Herefordshire

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 counties of Herefordshire, Oxfordshire, Walsall, Midlands (East & West) and Worcestershire.

You will have the necessary skills and experience to provide information services and social activities 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, Hard of Hearing and Deafblind clients, their families and professionals in accessing information and advice regards any aspects of hearing loss, to sign post them when required either internally or externally.
- To be involved in the coordination and running of social client activities and events – including coffee mornings and forums either onsite or at other locations across the counties Action Deafness serves.

- To be the first point of contact for Herefordshire, Oxfordshire, Walsall, Midlands (West / East) and Worcestershire information enquiries – including answering the phone and emails, responding to enquiries and providing advice where required.
- Recording data on the company spreadsheets.
- Offer guidance in the efficient use of hearing aids including battery replacement and relevant information.
- Offer guidance on hearing loss related matters.
- To maintain effective liaison with the other departments within the organisation.
- To comply with reporting systems following contact and maintain effective filing systems, both manual and computerised.
- To provide support for clients attending Telephone and Translation services either remotely or face to face.
- 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 provide advocacy support to clients, enabling them to present their views to services they access e.g. supporting a client to complain about a service, or provide feedback on a service.
- 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.
- 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.
- BSL level 3 or above or native speaker.

REQUIRED COMPETENCIES

Core Competences	Outcomes
<p>Self-Awareness and Management <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 <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 <i>Definition:</i> Building bonds with others to work collaboratively across organisational boundaries and using these to persuade or gain support to achieve positive outcomes and goals for Action Deafness.</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. • 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</p> <p><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.
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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.