

JOB DESCRIPTION: Hubs Development Officer

REPORTS TO:	Hubs Manager
DEPARTMENT:	Service Delivery
DIRECT REPORTS:	None
HOURS OF WORK:	Full time or part time x 2, 18.5 hours per week
BASE:	Home based with travel across the counties of Worcestershire, Herefordshire, Staffordshire & Oxfordshire. Other areas may be required.

KEY RELATIONSHIPS

To maintain excellent relationships with:

- AD clients, contractors, suppliers, providers, partners, local authorities and NHS partnerships.
- Local communities.
- Hubs Manager and Director of Service Delivery.
- AD Chief Executive and Executive Leadership / Management teams.
- All AD employees.

SCOPE

The role holder will be involved with delivering support services to Deaf, Deafened, Deafblind and Hard of Hearing people in the counties of Worcestershire and Herefordshire along with any other geographical areas where new Hubs are created.

The role holder 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.

The role holder will support the Hubs Manager with local fundraising activities within AD catchment areas.

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 is vital.

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 and to sign post them when required either internally or externally.
- To be involved in the co-ordination 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 and Worcestershire information enquiries – including answering emails, responding to enquiries and providing advice where required, ensuring that data is recorded as required on company spreadsheets.
- 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.
- 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.
- Support ongoing development of Hubs services while also assisting the Hubs Manager with the new development of Hubs centres within our catchments areas.
- Work with local groups in arranging/hosting the consultation meetings with local and health authorities regarding accessibility of service by local providers in conjunction with Hubs Manager.
- Explore new innovative projects to help prevent loneliness and isolation for the community we support.
- Increase reputation and credibility of Action Deafness.
- 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 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.
- Strong administration skills demonstrated by previous experience.
- Proficient in MS Office.
- Outstanding communication and teamworking skills.
- Strong time management skills.
- Strong attention to detail.
- Well-developed interpersonal skills.

Desirable:

- Experience in project management.
- BSL level 3 or above or native speaker.
- Communication skills in BSL or Deafblind communication strategies.
- Experience of supporting community activities.

REQUIRED QUALIFICATIONS

- The post is offered subject to an acceptable Enhanced DBS disclosure.

REQUIRED COMPETENCIES

Core Competences	Outcomes
<p>Self-Awareness and Management <i>Definition: 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.</i></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>	<ul style="list-style-type: none"> • Communicate and gain stakeholder commitment to AD's vision in accordance with the corporate strategy.

<p><i>Definition: Leading, encouraging, inspiring and supporting others to develop confidence and capability to help them realise their full potential. Managing resources and holding others accountable.</i></p>	<ul style="list-style-type: none"> • 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: 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.</i></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 <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 is 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.