

JOB DESCRIPTION: COMMUNICATOR GUIDE – Staffordshire Contract

REPORTS TO:	Sensory Services Manager
DEPARTMENT:	Sensory Services
DIRECT REPORTS:	None
HOURS OF WORK:	Various hours available
LOCATION:	Home based

KEY RELATIONSHIPS

To maintain excellent relationships with:

- Deafblind D/deaf and people with a sight loss.
- Members of the person's informal support network.
- Adult Social Care Services.
- Health Care Professionals.
- Action Deafness Sensory Team and the Community & Care Team, including Managers & Team Leaders.
- All other relevant Departments within AD.

SCOPE

Our Communicator Guides promote independence by providing personalised support, empowering Deafblind D/deaf and people with a sight loss to carry out daily tasks, and supporting them with communication where necessary, to access services in the community.

The Action Deafness Sensory Service and Community & Care service prides itself on enabling D/deaf & Deafblind to lead more enriched and fulfilled lives, increasing their confidence, reducing isolation, and working with them to achieve their potential. We support Deafblind D/deaf and people with a sight loss to overcome the personal, social and environmental restrictions and barriers they experience due to their sensory impairment.

RESPONSIBILITIES AND DUTIES

- To support Deafblind D/deaf and people with a sight loss in a diverse range of community settings.
- To use communication methods appropriate to each individual and facilitate communication to enable personal and social contact with family, friends, neighbours and the local community.
- To deliver specific and appropriately personalised support, empowering people to develop independent living skills and facilitating access to the wider community.
- To support Deafblind D/deaf and people with a sight loss to complete everyday living tasks including the payment of bills, managing correspondence, and maintaining the property.
- To support Deafblind D/deaf and people with a sight loss to physically travel to and access: services, shops, facilities, in local communities and facilitate access to facilities, services, information, hobbies and opportunities.
- To ensure that confidentiality is maintained.

- Provide cover for Guide Communicator Guides as required.
- To liaise with the AD Sensory Service Manager and Team Leaders regarding Deafblind D/deaf and people with a sight loss with their current and emerging support needs and achievements.
- To attend regular supervision meetings and commit to attending agreed training opportunities.
- To keep accurate records, including client records, etc., and carrying out all the essential administrative tasks relevant to the post.
- To attend and contribute to Departmental / staff meetings as required.
- Undertake any additional duties as requested by Line Managers / the Chief Executive of Action Deafness.

REQUIRED SKILLS

Essential:

- Communication, reasoning, and negotiation skills.
- Ability to maintain positive interpersonal relationships with clients and those in their support network, colleagues, and other professionals.
- Organisational skills, including the ability to complete and maintain client records and other relevant paperwork in a timely manner.
- Advocacy skills.
- Deafblind Deaf and Sight Loss awareness.
- People focused.
- Computer literate.
- Research skills required to source potential activities for clients to access.
- Ability to use own initiative.
- Advanced planning skills.
- Ability to communicate with a diverse range of people in a wide variety of settings.
- Demonstrate a polite, sensitive, professional approach with an understanding of both professional and personal boundaries.
- Ability to work individually and as part of a team.
- Reliable.
- Demonstrate enthusiasm and personal drive.
- A commitment to equal opportunities and the empowerment of D/deaf people.

Desirable:

- An interest in sports and other recreational activities.
- Ability to maintain composure when faced with challenging situations.

REQUIRED QUALIFICATIONS

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

Essential:

- BSL Level 3 (minimum) or equivalent. Deafblind communication skills.
- Communicator Guide qualification (training can be given)
- Experience of working in a Communication Guide role.

Desirable:

- Adult safeguarding training.
- Experience of working in the voluntary / statutory sectors.

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 <i>Definition:</i></p>	<ul style="list-style-type: none"> • Is innovative, proactive and solution-minded. • Is prepared to consider changes to own practices.

<p><i>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"> • 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

- Ability and willingness to work flexible hours including evenings and/or weekends depending on the needs of the client.
- Full driving licence and own transport.
- Willingness and flexibility to travel to and from clients' homes and to accompany them to a variety of venues.
- 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.