

JOB DESCRIPTION: COMMUNICATOR GUIDE & INTERVENOR TEAM MANAGER

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| REPORTS TO: | Sensory Services Manager |
| DEPARTMENT: | Sensory Services |
| DIRECT REPORTS: | Senior Support Workers - Communicator Guides & Intervenors |
| HOURS OF WORK: | Full time, 37 hours per week |
| LOCATION: | Home based with regular travel |

KEY RELATIONSHIPS

Maintain excellent relationships with:

- Deafblind people & their families/carers.
- Communicator Guides and Intervenors.
- Local Adult Health & Social Care Services, Client Social Workers.
- Service Manager.
- HR & Finance Teams.
- All other AD related departments.

SCOPE

- Post holder to lead and provide for Deafblind people in Hertfordshire and ensure overall smooth running of service:
 - Communicator guides for clients who have an acquired deafblindness
 - Intervenors for clients who have congenital deafblindness

RESPONSIBILITIES AND DUTIES

Service Delivery

- Ensure the service has the required number of staff and resources to support the clients including ensuring that the service is fully staffed according to agreed levels and effective rostering arrangements are in place.
- Monitor service provision to ensure full compliance with all relevant legislation in line with organisational, regulatory and legal requirements.
- Manage referral activities - including service visits, reviews and assessments.
- Cover service users' support sessions at any time when Communicator Guides are unavailable due to sickness, etc.
- Hold the out of hours mobile phone as required and respond as appropriate.
- Plan and attend client / service user reviews.
- Manage the training plan for staff and monitor attendance.
- Liaise with external stakeholders including adult social care services, professionals, commissioners, local authorities, families, advocates, therapists and prospective service users.
- Ensure individual service user documentation is kept up-to-date and accurate at all times and provide these to social workers upon request.

Finance

- To contribute to the setting of budgets and delivering the service within those delegated budgets.
- Supporting the Sensory Manager with service-based finances and budgets, in accordance with finance department procedures and the business operating objectives.
- Collating and processing mileage claims for staff.

Quality

- Ensure that a high quality of Client care and support is maintained at all times, keeping up to date with any changes, or new legislation affecting the provision of services.
- Deliver services to set KPIs and provide performance reports to the Sensory Services Manager.
- Support the ISO Quality Assurance activities for Personal Care and other services, achieving 100% compliance.
- Ensure all staff enable Clients to follow their Care Plans.
- Ensure that complaints and allegations are managed effectively in line with associated policy.

Line Management

- Develop the performance of others through effective coaching and line management.
- Line-manage an allocated team, conducting staff supervision and appraisals.
- Identify where a staff training need exists and ensure training is provided in accordance with roles and the needs of the service.
- Promote the service to recruit new employees to provide high quality services.
- Support the delivery of induction and training for new starters.

General

- Lead team meetings and training courses as required and agreed by the Sensory Services Manager.
- Attend any other meetings as required by the Sensory Services Manager.
- Promote all departments within Action Deafness to key stakeholders within appropriate geographical areas.
- Communicate regularly with the team.
- Respond to enquiries via email as appropriate.
- Maintain professional and polite attitude, providing excellent customer service.
- Any other duties reasonably assigned by the Sensory Services Manager.
- Maintain and uphold strictest confidentiality in all matters.

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

REQUIRED COMPETENCIES

| Core Competences | Outcomes |
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| Self-Awareness and Management <i>Definition:</i> | <ul style="list-style-type: none"> • Understand need to be strong and positive in face of adversity but also recognise areas of one's own weaknesses and when to seek guidance and support |

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| <p><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.</i></p> | <ul style="list-style-type: none"> • 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 necessary timescales |
| <p>Leadership and Management</p> <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"> • Communicate and gain stakeholder commitment to AD's vision in accordance with corporate strategy • Provide positive leadership traits, 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 • Ensure Health and Safety guidelines are adhered to, to mitigate risk |
| <p>Relationship Building and Team Working</p> <p><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</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"> • Innovative, proactive and solution-minded • Prepared to consider changes to own practices • Respond to new ideas by discussing why they might work instead of telling others why they won't work • Willing to investigate options in depth, even when they are the ideas of others • Work in a flexible and agile manner to meet the needs of members, clubs, coaches, volunteers, officials and colleagues |

ADDITIONAL INFORMATION

- Post holder must maintain 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 Post holder to work extended hours on occasions during times of peak activity including international trips, 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 role holder appropriately.

REQUIRED QUALIFICATIONS

- The post is offered subject to an acceptable Enhanced DBS disclosure.
- Intervenor qualification/qualification in working with Multi-Sensory Impairment (MSI)/ or equivalent experience.
- Communicator Guide level 2 or equivalent.
- Understanding of KLOE, person centred and outcome focused practice; safeguarding and risk management.
- Management qualifications are desirable.
- Management experience is essential.