

JOB DESCRIPTION: ACTION DEAFNESS – DURHAM SPECIALIST SUPPORT WORKER

REPORTS TO:	Durham Team Manager
DEPARTMENT:	Sensory Services
DIRECT REPORTS:	None
HOURS OF WORK:	Various hours available
BASE:	Home Based

KEY RELATIONSHIPS

To maintain excellent relationships with:

- Clients
- Members of the clients' informal support network
- Adult Social Care Services
- Health Care Professionals
- AD Durham Team
- All other relevant Departments within AD

SCOPE

Our Specialist Support Workers promote clients' independence as much as possible by providing personalised support, empowering clients to carry out daily tasks, and supporting them with communication where necessary, to access services in the community.

AD Sensory Service prides itself on enabling clients to lead more enriched and fulfilled lives, increasing their confidence, reducing isolation, and working with them to achieve their potential and personal outcomes.

RESPONSIBILITIES AND DUTIES

- To support a number of D/deaf and deafblind complex clients in a diverse range of community settings.
- To deliver specifically and appropriately personalised support to clients, empowering them to develop independent living skills and facilitating access to the wider community.
- To support clients to complete everyday living tasks, e.g. payment of bills, managing correspondence, managing cooking and meals and other their daily living skills
- To facilitate access to local communities, facilities, services, information, and opportunities.
- To ensure that client confidentiality is maintained.
- To liaise with the AD Durham Team Manager regarding clients' current and emerging support needs and outcomes.
- To attend arranged supervision and team meetings
- To attend agreed training and development opportunities.
- To keep accurate records, including timesheets, 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.
- Deaf awareness.
- Focused on client's needs and desired outcomes
- Understanding of positive risk taking and promoting independence
- 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.
- Computer literate.
- Reliable, demonstrate enthusiasm and personal drive.
- A commitment to equal opportunities and the empowerment of D/deaf people.

REQUIRED QUALIFICATIONS & EXPERIENCE

Essential:

- BSL Level 2 (minimum) or equivalent.
- Experience of working in a Personal Assistant (or similar) role.

Desirable:

- Adult Safeguarding training.
- Communicator Guide qualification.
- Experience of working in the voluntary / statutory sectors.
- Lived experience of Deafness.

REQUIRED COMPETENCIES

Core Competences	Outcomes
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.	<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.
Relationship Building and Team Working <i>Definition:</i> Building bonds with others to work collaboratively across organisational	<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.

<i>boundaries and using these to persuade or gain support to achieve positive outcomes and goals for Action Deafness.</i>	<ul style="list-style-type: none"> • 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.
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>	<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

Essential:

- Ability and willingness to work flexible hours including evenings and/or weekends depending on the needs of the client.
- Willingness and flexibility to travel to and from clients' homes and to accompany them to a variety of venues.
- Willingness to undertake further training as required.

Desirable:

- Full driving licence.
- Own transport.