

JOB DESCRIPTION: Enablement Officer

REPORTS TO:	Sensory Service Manager
DEPARTMENT:	Hartlepool Hubs Connect Service
DIRECT REPORTS:	None
BASE:	Home based with regular travel

KEY RELATIONSHIPS

To maintain excellent relationships with:

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

SCOPE

This role will focus on providing support to D/deaf individuals through the Hartlepool advice and information hubs or through home assessment service to encourage and promote independent living within the community.

You must be flexible in your approach with the ability to use initiative and work independently whilst being part of a supportive team.

RESPONSIBILITIES AND DUTIES

- Completion of tasks identified by client support plans.
- Supporting service users with their on-going development and maintenance of independent living within the immediate (and where appropriate) the wider community, by giving appropriate support and using advice networks.
- Working in consultation with the individual, his/her family, sensory social work team, community nurses, Mental health services and external agencies to ensure the needs of the D/deaf person is met.
- Ensuring service user's case notes are read, regularly reviewed, and are accurately updated and within the time scale specified.
- Informing line manager about any complex and/or sensitive issues which may come to your attention.

- Maintaining confidentiality of information regarding service users and their needs whilst ensuring, at all times, any known risks are reported to management.
- Team-working and the sharing of information and knowledge between team members.
- To support clients in line with Action Deafness contracts (where applicable).
- To promote the organisation - Action Deafness and develop services to a high standard.
- 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, Safeguarding, Confidentiality etc.

REQUIRED SKILLS

Essential:

- BSL level 2 or above or native user.
- 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 personal interaction skills.

Desirable:

- 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</p> <p><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</p> <p><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</p> <p><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:</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.</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.
- This role requires you to be able to travel around Hartlepool Borough and occasionally attend events out of area - expenses will be reimbursed in line with AD expenses policy.
- Personal circumstances must allow the candidate/person to work extended hours on occasions during times of peak activity, including evenings.
- 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.