



Job Description & Person Specification

TITLE:	Rehabilitation Support Worker
RESPONSIBLE TO:	Operational Services Manager
HOURS:	15 hours per week
SALARY:	£10,327 (£13.24 per hour) FTE £25,818.

**This post involves regular contact with vulnerable adults and a DBS check will be required.*

PURPOSE OF JOB:

To assist visually impaired people to live full and independent lives by providing support and information to them and their carers by:

1. Providing information about Sight Support Derbyshire (SSD) resources and services
2. Working to maintain the Derby resource centres
3. Support the SSD Helpdesk
4. Organising and delivering support visits in clients homes
5. Supporting information days for visually impaired people
6. Using I.T. to accurately record and monitor information
7. Actively promoting the wider work of SSD, assisting in the development of all its services and attending relevant events.

The Rehabilitation Support Workers are part of a wider team providing a seamless service to visually impaired people, their families and carers who contact us for advice and support. Whilst not every post holder will do all aspects of this role as part of their regular core tasks, all workers will be expected to stand in for colleagues and be flexible in their approach to work.

KEY TASKS:

- 1. Providing information about Sight Support Derbyshire (SSD) resources and services**
 - a) Maintain Resource Centre Stock
 - Maintain stock levels on display.
 - Keep items on display in working order, and well presented.
 - Keep up to date with latest equipment and technology through training and research.

- b) Provide help and information to visitors to the centres.
 - Be knowledgeable about the equipment available and able to demonstrate confidently.
 - Advise on, and sell daily living aids and magnifiers.
 - Provide information on services available to visually impaired people and signpost as necessary.
 - Follow up on any client queries, advocating on their behalf when necessary.
- c) Ensure that the help desk and resource centre is staffed by taking part in cover when needed.
- d) Take responsibility for orders, invoices and donations taken and ensure these are processed according to SSD procedures.

2. Operate the SSD Helpdesk

- a) Log and answer calls received from the public and other organisations, referring calls on to other staff or agencies as appropriate.
- b) Aim to respond to all calls on same or next working day. Ensure all calls receive a response within 2 working days.
- c) Support the collection and analysis of helpdesk data.

3. Home based support services

- a) Deal with referrals for home support service ensuring that visually impaired people and their carers are visited in a timely manner.
- b) Where appropriate, liaise with SSD Rehabilitation Officers to do follow up calls linked in with the Rehabilitation Support Plan.
- c) Carry out home support visits and provide advice, equipment, and signpost to other agencies as appropriate.
- d) Where appropriate contact local agencies on behalf of the visually impaired person so they are able to access their services.
- e) Record visit details using the appropriate procedure and (electronic) forms.
- f) Ensure that follow up contact is made (in an agreed timeframe, usually 6-8 weeks) with each client in order to check the services received have been appropriate and of the right quality.

4. Supporting the VIP information program

- a) Attend, co-ordinate, and record information days as required. Including liaising with exhibitors, room set up etc.
- b) Register all attendees and ensure any follow up actions are taken.
- c) Refer on to relevant internal and external services.
- d) Occasionally deliver short information sessions for individuals in their own homes or by telephone where they are unable to attend organised days.

5. Using I.T. accurately record and monitor information

- a) Collect data and monitor services so SSD is able to produce outcome information.
- b) Keep electronic records on the SSD database.
- c) Work with colleagues to prepare case studies, leaflets and other promotional materials.

6. To actively promote the wider work of Sight Support Derbyshire assisting in the development of all its services and attending relevant events.

- a) Attend wider organisational events as agreed with your line manager, promoting the work of the specific project and also the other services offered by SSD and supporting organisational fundraising work.
- b) Contribute to the wider development of the organisation.

7. General

- a) Ensure that SSD Equal Opportunities policies are adhered to.
- b) Comply with SSD Health & Safety Policies at all times.
- c) Undertake any duties which can reasonably be required as part of your employment with Sight Support Derbyshire and are commensurate with this level of post.
- d) Ensure that you behave in a professional manner and present a good image of SSD at all times.

PERSON SPECIFICATION:

ATTRIBUTES	ESSENTIAL(E) / DESIRABLE(D)
MANAGEMENT SKILLS	E- Able to manage and support volunteers if needed
JOB/TECHNICAL & KNOWLEDGE SKILLS	E- Able and willing to travel to work in all areas of Derbyshire E - Full driving licence & use of a vehicle for work D – Knowledge of visual impairment (impact, support available, aids etc.) D – Good knowledge of Health & Safety issues and policies relating to lone workers. D- Willing to drive the company vehicle
ADMINISTRATION & ORGANISATION SKILLS	E- Strong planning and organisational skills E– Detailed and accurate record keeping E- Able to gather & record service information E – I.T. literate. E – Able to handle and record cash transactions D- Able to manage financial documents e.g. orders, invoices etc.
CHARACTER, STYLE PHYSICAL ISSUES ATTITUDE	E – Able to deal sensitively with visually impaired people. E – Open minded to all cultures & ways of life E- Good problem solving skills E – Work on own initiative E – Able to work to deadlines E – Exercise discretion and confidentiality E – Calm approach E – Team player D – Able to explain technical equipment or complex issues in a straightforward way.
COMMUNICATION SKILLS	E – Good personal presentation skills E – Good oral / written communication skills E – Good telephone skills

REPORTS

No member of staff reports to this position but the role may be responsible for a number of volunteers.

LEVELS OF AUTHORITY

No authority to commit expenditure without prior approval.

KEY TERMS OF EMPLOYMENT

HOURS	15 hours per week.
HOLIDAYS	25 days + bank holidays pro rata, (after 2 years' service 1 additional days holiday will be given for each full year of service completed, up to a maximum of 30 days per year).
SALARY	£10,327 (£13.24 per hour) FTE £25,818.
PENSION	4% employer contribution with a minimum 4% employee contribution
NOTICE	4 weeks (following probationary period)