**Sight Concern Worcestershire**



**Job Title:** Connections Sight Loss Advisor

**Hours** - 18 hours per week, to be worked flexibly, by agreement, including some evenings and weekends

**Location:** This role is home based and will require travel throughout Worcestershire.

**Type of Contract:** Permanent

**Reports to:** Services Manager

**Overall Objectives**:

The Connections Sight Loss Advisor will facilitate and develop community-based group services with and for people affected by sight loss, where they have the opportunity to share experiences and develop relationships with other people affected by sight loss.

You will deliver a series of group sessions that help people to adapt to their sight loss, learn about the range of services, support and equipment available and to meet other people in a similar situation.

You will facilitate and develop peer to peer services delivered across channels (face to face, phone and online), including support groups and online forums.

You will initiate and nurture peer-peer groups to thrive independently, assisting with the recruitment of and supporting volunteers who assist with group activities.

You will work in partnership with other sight loss charities to provide joint group support sessions or to enable people to access a range of group support, increasing the ability for people to benefit from peer support.

**Impact:**

You will be responsible for increasing the number of people affected by sight loss who are able to gain support to help them to adapt to sight loss, gain peer to peer support and enjoy ongoing friendships.

As a result of your work people affected by sight loss will have improved access to information, advice and support that will enable them to make informed decisions, loneliness and isolation will be reduced and mental wellbeing will improve.

**Main Accountabilities:**

1. Coordination and delivery of group support sessions for people adapting to a diagnosis of sight loss, using face to face events, online and telephone-based groups.
2. Coordinate engagement and peer to peer support for blind and partially sighted people across Worcestershire using face to face events, online and telephone-based groups, delivering an increase in the number of people Sight Concern supports.
3. To enable greater scale and sustainability by co-designing and delivering training sessions and support for clients and volunteers that enable peer to peer groups to thrive independently.
4. Support the recruitment of volunteers and provide the initial support for them to assist with the ongoing coordination of self-sustaining groups that can thrive independently.
5. Have oversight of the online support groups, encouraging and supporting the generation of content, administering the group, managing and ensuring the safety of members and taking appropriate action if necessary
6. Work with regional stakeholders to share resources and plans to deliver mutual goals such as national charities, other local sight loss charities and community groups.
7. Work with colleagues across Sight Concern to create seamless customer journeys through our services, enabling those with recent diagnosis or deterioration of sight to benefit from peer support.
8. Encourage community members to share their experiences and stories with others and promote the tools available to do so, such as events, radio, social media and other speaking opportunities.
9. Provide effective, timely and active promotion of the services, designing and distributing marketing material and information to ensure the services are well publicised.
10. Ensure all activities are compliant with Sight Concerns policies and risks are documented with appropriate avoidance and mitigation plans in place.
11. Use Sight Concerns systems appropriately to ensure client data is captured in a way that is compliant with data protection legislation and enables clients to receive the information they want on an ongoing basis and Sight Concern to measure the impact of what we do.

**General**

The following points are common to all job descriptions:

1. Undertake any other duties commensurate with the post
2. To attend training, supervision and appraisals as and when appropriate.
3. To adhere to legislative and organisational policy and procedure.
4. To assist in the planning and improving of the delivery of service improvement and participate positively in the implementation of new working methods and practices as required.
5. To carry out any additional duties, commensurate with this post, that the charity may reasonably require.

## Person Specification

**Please note all criteria are essential unless otherwise stated**

### Specialist Knowledge, Skills and Experience

* 1. Direct experience or an in-depth knowledge of issues affecting blind and partially sighted people.
  2. Can demonstrate a good understanding of engaging clients and volunteers in the design of group support.
  3. Experience of using a variety of methods to engage and support people; digitally, via telephone and face to face. (Desirable)
  4. Experience of working effectively in a changing environment. (Desirable)
  5. The ability to adapt easily.

### People management skills/ team working skills

* 1. Ability to work effectively with, engage and support volunteers
  2. Ability to work in a community, client and volunteer-led setting whilst following national plans and policies.
  3. Ability to develop and maintain professional relationships both internally and externally.

### Planning and Organisational skills

* 1. Ability to plan and organise own time effectively by prioritising and creating own work schedules.
  2. Ability to coordinate plans and activities so that they are promoted effectively.
  3. Ability to organise and equip volunteers with the skills and tools to organise groups that can operate independently of Sight Concern (Desirable)

### Innovation and problem-solving

* 1. Ability to think creatively and develop new ideas.
  2. Ability to spot potential within the client and volunteer group and nurture skills and talent.
  3. Ability to use own initiative but to understand when to refer elsewhere.
  4. Ability to remain confident, focused and professional in all circumstances.

### Communication skills

* 1. Ability to communicate effectively with diverse groups of people, both verbally and in writing, adapting style to suit the audience.
  2. Experience of using digital media to communicate with groups of people. (Desirable)

### Equal Opportunities

Ability to understand and demonstrate commitment to Sight Concerns Equal Opportunities Policy and to ensure all activities are consistent with the Equal Opportunities Policy.

### Special Conditions

* 1. Must be prepared to travel across Worcestershire
  2. Must be prepared to work at times that suit the needs of the community. This will include some evenings and weekends.
  3. **This role is eligible for an enhanced check for adults as the post holder** **will provide advice, guidance and training to adults with sight loss. The post holder will not engage in regulated activity therefore a check of** **the barred list is not permitted.**