**Sight Concern Worcestershire**



**Job Title:** Senior Sight Loss Advisor

**Hours:** 25 hours per week. Pattern to be agreed but must include Fridays.

**Location:** This role is primarily home-based but will require regular travel throughout Worcestershire.

**Annual Leave:** 28 days (including bank holidays), rising by 1 day per year to a maximum of 33 days

**Salary:** £12.60 per hour (£24570 per annum pro rata)

**Contract type:** Permanent

**Reports to:** Services Manager

**Overall Objectives:**

We seek to provide solutions to enable people living with sight loss and their families and supporters to cope with the challenges they face and to adapt.

Sight Loss Advisors provide a comprehensive service for people with sight loss to enable them to identify the support they require, to access services, assist them to develop skills that enable them to live more confidently and independently with sight loss and lead the lives they chose.

The Senior Sight Loss Advisor will support the Services Manager to ensure that the service is responsive, person-centred and professional.

**Expected impact:**

People affected by sight loss will have improved access to information, advice and support to enable them to make informed decisions and feel more in control of their lives.

People with sight loss will have access to aids, equipment and support services which enable them to carry out day to day tasks and engage in activities that increase their independence.

People affected by sight loss will feel less lonely and isolated with improved wellbeing.

Sight Loss Advisors will have access to prompt advice and guidance and will receive regular supervision.

**Main Accountabilities:**

1. Monitor new referrals and allocate to Sight Loss Advisors.
2. Provide advice and guidance to Sight Loss Advisors to support them with their clients.
3. Demonstrate, model and encourage good practice to ensure the provision of a high-quality service.
4. Work with clients with more complex needs to develop a support plan to increase independence and improve wellbeing.
5. Challenge negative attitudes, beliefs and stereotypes.
6. Work collaboratively with other professionals and organisations involved clients to ensure the best possible support is provided throughout the pathway, in particular the Rehabilitation Officers for Visual Impairment.
7. Effectively manage working relationships and referral mechanisms with other agencies and relevant stakeholders.
8. Ensure that own work and that of other Sight Loss Advisors aims to be short-term and to develop independence.
9. Research the work of other organisations locally and nationally and actively promote our service in the community and via professional networks.
10. Provide content for Sight Concern’s communications and media, obtaining consent and facilitating the sharing of good news stories or case studies.
11. Maintain knowledge of eye health guidance, programmes and support, including Sight Concern’s and partner literature stock, websites and other resources to provide up to date information, advice and guidance.
12. Provide basic sight loss awareness and sighted guide training to local businesses and community groups to support better client integration in the community.
13. Ensure that confidential and accurate records are kept on our client record management database, by self and other Sight Loss Advisors.
14. Understand and take appropriate steps to identify and manage risks, behaviours and concerns to protect vulnerable adults and maintain their right to self-determination.

**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. Use Sight Concern’s 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.
5. To work with other parts of the organisation to promote and support the work of the Sight Concern and provide opportunities for support and involvement in local fundraising and awareness activities and events.
6. 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.
7. To carry out any additional duties, commensurate with this post, that the charity may reasonably require.

**Person specification:**

Criteria are essential unless otherwise stated

1. Experience of working in a public-facing role (e.g., customer service, advice, health, social care).
2. Management and or supervisory experience (desirable).
3. Understanding of the issues and barriers faced by people with a visual impairment.
4. Experience of working with people with disabilities, including visual impairment (desirable).
5. Commitment to and understanding of working in a person-centred way.
6. Experience of offering person-centred support, advice or guidance (desirable)
7. Experience of managing a challenging and varied workload.
8. Knowledge of and strong commitment to equality and diversity.
9. Knowledge and understanding of safeguarding adults and a clear focus on taking appropriate action.
10. Experience of working with volunteers (desirable).
11. Experience of multi-agency working (desirable).
12. Ability to work remotely and autonomously.
13. Excellent communication skills with an ability to adapt to the needs of others appropriately.
14. Competent IT user, including use of Microsoft Office and databases.
15. Experience of using Charity Log (desirable).
16. Ability to work within professional boundaries and to respect and adhere to confidentiality aspects of the work.
17. Experience of producing reports and/or collating data relating to key performance indicators (desirable).
18. Willingness to be flexible and work as part of a whole-organisation team.
19. Ability to travel throughout the county.