



Sensory Matters Worcestershire

Job Title: Sensory Impairment Advisor

Hours: 24 hours per week. Monday – Thursday 10am-4.30pm

Location: This role is primarily based at our Bradbury Centre but may also involve working from other locations throughout the county.

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

Salary: £12.71 per hour (£24,784.50 per annum pro rata)

Contract type: Permanent with 6 month probationary period

Reports to: Information and Advice Lead

Overall Objectives: We seek to provide solutions to enable people living with a sensory impairment and their families and supporters to cope with and adapt to the challenges they face. Our Information and Advice Team provides a comprehensive service for people with sensory impairment to enable them to identify the support they require, access services, assist them to develop the skills to live more confidently and independently, and make choices about their lives. The Information and Advice Team will support the Team Lead to ensure that the service is responsive, person-centred and professional.

Expected impact: People affected by sensory impairment 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 sensory impairment 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 sensory impairment will experience improved wellbeing. Our Information and Advice Team will have access to prompt advice and guidance and will receive regular supervision.

Main Accountabilities:

- a. You will provide initial information, advice and guidance for people living with a sensory impairment, their families, and professionals who are supporting them.
- b. Conduct initial client needs assessment face-to-face, over the telephone, or online. Input new referrals and ongoing case notes to maintain our client relationship management (CRM) database in an accurate and timely manner.
- c. Provide person centred solutions to enable individuals to overcome the emotional, physiological, and practical challenges faced through sensory impairment.
- d. Support the project delivery model to provide an integrated and holistic client led support plan, focused on the provision of appropriate outcome goals.
- e. Provide short-term, focussed interventions to support people with a sensory impairment to overcome challenges, make adaptations and connect with services which enable them to develop and maintain independence.
- f. To avoid dependency by concentrating on strategies which empower the individual and give them the confidence and skills to progress to successful independent living.
- g. Actively manage a caseload, making appointments, completing risk assessments, and prioritising tasks as appropriate.

- h. Demonstrate and sell a range of low vision aids, daily living equipment and assistive technology solutions.
- i. Challenge negative attitudes, beliefs, and stereotypes.
- j. Work collaboratively with other professionals and organisations involved with clients to ensure the best possible support is provided throughout the pathway, in particular the Sensory Impairment Team.
- k. Support people with sensory impairment to develop links with other service providers, community groups, activities, volunteers, and befrienders, where appropriate.
- l. Signpost or make referrals to organisations who offer services to people with vision impairment.
- m. Develop a bank of client case studies.
- n. Effectively manage working relationships and referral mechanisms with other agencies and relevant stakeholders.
- o. Research the work of other organisations locally and nationally and actively promote our service in the community and via professional networks.
- p. Provide content for Sensory Matters Worcestershire's communications and media, obtaining consent and facilitating the sharing of good news stories or case studies.
- q. Maintain knowledge of eye health guidance, programmes and support, including Sensory Matters Worcestershire's and partner literature stock, websites, and other resources to provide up to date information, advice and guidance.
- r. Provide basic sensory impairment awareness and sighted guide training to local businesses and community groups to support better client integration in the community.
- s. Develop and plan a programme of independent living advice drop-in clinics and Living Well with Sensory Loss courses across the Worcestershire area.
- t. Support Sensory Matters Worcestershire events and wellbeing activities.

- u. Support Sensory Matters Worcestershire marketing activity, including social media posts.
- v. Work with the Wellbeing and Volunteering Lead to ensure that volunteers are effectively mentored in their work supporting clients.
- w. 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:

- a. Undertake any other duties commensurate with the post.
- b. To attend training, supervision, and appraisals as and when appropriate.
- c. To adhere to legislative and organisational policy and procedure.
- d. Use Sensory Matters Worcestershire'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 Sensory Matters Worcestershire to measure the impact of what we do.
- e. To work with other parts of the organisation to promote and support the work of Sensory Matters Worcestershire and provide opportunities for support and involvement in local fundraising and awareness activities and events.
- f. To assist in the planning of the delivery of service improvement and participate positively in the implementation of new working methods and practices as required.

Person specification: Criteria are essential unless otherwise stated

- a. Experience of working in a public-facing role (e.g., customer service, advice, health, social care).
- b. Understanding of the issues and barriers faced by people with a visual impairment.
- c. Experience of working with people with disabilities, including sensory impairment (desirable).
- d. Commitment to and understanding of working in a person-centred way.
- e. Experience of offering person-centred support, advice or guidance (desirable).
- f. Experience of managing a challenging and varied workload (desirable).
- g. Communication skills for working with D/deaf and people with hearing loss, basic BSL skills (desirable)
- h. Communication skills for working with Deafblind, basic deafblind manual (desirable)
- i. Knowledge of and strong commitment to equality and diversity.
- j. Knowledge and understanding of safeguarding adults and a clear focus on taking appropriate action.
- k. Experience of working with volunteers (desirable).
- l. Experience of multi-agency working (desirable).
- m. Ability to work remotely and autonomously.
- n. Excellent communication skills with an ability to adapt to the needs of others appropriately.
- o. Competent IT user, including use of Microsoft Office and databases.
- p. Experience of using Charity Log or other CRM (desirable).
- q. Ability to work within professional boundaries and to respect and adhere to confidentiality aspects of the work.
- r. Willingness to be flexible and work as part of a whole-organisation team.
- s. Ability to travel throughout the county.