



Sensory Matters Worcestershire

Job Title: Low Vision Services Coordinator

Hours: 24 hours per week (Monday–Thursday, 10am–4.30pm)

Salary: £12.71 per hour (£24784.50 FTE)

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

Location: This role is based at the administrative headquarters for Sensory Matters Worcestershire, currently 2 Sansome Walk, Worcester, WR1 1LH. Some outreach/offsite work may be required in the future.

Type of Contract: Permanent with initial 6-month probation period

Reports to: Information and Advice Lead

Overall Objectives:

The Low Vision Services Coordinator will coordinate the activity that enables low vision clinics to operate smoothly.

They will communicate with colleagues to manage bookings and ensure that all client information held on the charity's database is accurate and up to date.

They will ensure communications with low vision clients are clear and timely, providing a professional service.

They will provide administrative support for the ECLO and information and advice team.

They will demonstrate and sell a range of low vision aids and equipment.

They will have responsibility for supervising low vision volunteers.

Impact:

People with low vision will be supported to make the most of their remaining vision.

People with low vision will have a positive experience of Sensory Matters Worcestershire and feel encouraged and supported to access our other services.

Sensory Matters Worcestershire volunteers will develop skills equipping them with the knowledge and experience to provide additional capacity within the team and further their personal goals.

Main Accountabilities:

Low Vision Clinic Administration & Equipment

1. Book low vision clinic dates in consultation with the NHS and add the dates on to our system and room booking calendar.
2. Add client details on to our system and maintain the clinic waiting list.
3. Call clients to book their low vision appointment.
4. Ensure that clients receive their low vision appointment confirmation in a format of their choice and that this is followed up by a reminder phone call or suitable alternative.
5. Provide after care calls and monitor outcomes from clinics.
6. Maintain and monitor stock of magnifiers and low vision aids, including repair and cleaning of second-hand stock where suitable for reuse.

7. Place orders for new magnifiers and low vision aids, following the organisation's current financial procedures.
8. Ensure clients receive their magnifiers/low vision aids as promptly as possible following clinics.
9. Respond to low vision enquiries from clients and other stakeholders in a timely, courteous and effective manner.
10. Produce simple monitoring reports as requested by line manager, highlighting any concerns regarding targets, waiting lists, etc.
11. Guide and support volunteers, to aid their development and ensure procedures are observed.
12. Ensure that low vision clients are supported to access Sensory Matters Worcestershire's other services, where appropriate.
13. Maintain price lists and information points within our resource room.
14. Demonstrate and sell a range of low vision aids and equipment.
15. Monitor the equipment sales log.
16. Log any second-hand equipment donations and assist with the development of selling items through eBay or second-hand sales.
17. Maintain stock levels of basic low vision aids such as bump-ons and pens.

Services Administration

1. Provide administrative support to the ECLO and information and advice team as required.

2. Maintain accurate and up to date records that enable the service to run effectively and efficiently, using the charity's database as the primary means of storing information.
3. Plan and prioritise own week-to-week work activities, to ensure operational efficiency. Refer to more senior colleagues for prioritisation of non–standard work.
4. Use Sensory Matters Worcestershire’s systems appropriately to ensure stakeholder data is captured in a way that is compliant with data protection legislation and enables Sensory Matters Worcestershire to measure the impact of what we do and feedback to funders.
5. Cover for other members of the services support team as and when required.

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 the service 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

1 Specialist Knowledge, Skills and Experience

- 1.1 Minimum 5 GCSEs at Grade C or above, or equivalent, or able to evidence ability at an equivalent level.
- 1.2 Business administration to NVQ Level 2/3. (Desirable)
- 1.3 Competent in a range of IT tools i.e., Microsoft, Databases, etc
- 1.4 Direct experience or knowledge of issues affecting blind and partially sighted people. (Desirable)
- 1.5 The ability to adapt easily.

2 People management skills/ team working skills

- 2.1 Ability to guide and support volunteers who are assisting with low vision tasks.
- 2.2 Ability to develop and maintain professional relationships both internally and externally.
- 2.3 Ability to work with others to improve customer service.

3 Planning and Organisational skills

- 3.1 A methodical approach to information gathering, recording and reporting.
- 3.2 Able to prioritise and plan own workload in the context of conflicting priorities.

4 Innovation and problem-solving

- 4.1 Ability to use own initiative but to understand when to refer elsewhere.

4.2 Ability to remain confident, focused and professional in all circumstances.

5 Communication skills

5.1 Good written and oral communication skills with the ability to build sound relationships with clients and other stakeholders.

5.2 Ability to communicate effectively with diverse groups of people.

5.3 Ability to demonstrate a positive attitude.

6 Equal Opportunities

6.1 Ability to understand and demonstrate commitment to Sensory Matters Worcestershire's Equal Opportunities Policy and to ensure all activities are consistent with the Equal Opportunities Policy.