

Advice and Support Officer Vacancy

| | |
|----------------------|---|
| Hours: | 35 hours per week mainly Monday to Friday office hours with requirement for monthly surgeries on an evening or weekend on rotation. |
| Contract: | Permanent |
| Location: | The role requires the postholder to deliver services across Liverpool, Wirral and Sefton |
| Salary: | £23,000 |
| Closing Date: | 12pm, 2nd April 2024 |

About Us

Merseyside Society for Deaf People (MSDP) is a charity that provides specialist services in a range of communication methods for people who are Deaf, Deaf-blind, or hard of hearing. The majority of our team are d/Deaf and our operational language is British Sign Language. We have been supporting people in Merseyside since 1864. As founder members of the British Deaf Association's BSL Alliance we work in partnership to empower Merseyside Deaf Communities locally and nationally.

Our Social Care services deliver community-based support, drop-in advice sessions and environmental aids assessments. Our Training team provide specialist training in Deaf Awareness and British Sign Language, as well as BSL interpreter support. Our Community Development staff deliver a range of activities for individuals and families with the help of a team of dedicated volunteers. We also support a number of friendly social groups for Deaf and hard of hearing people.

For further information about Merseyside Society for Deaf People, visit www.msdp.org.uk

Vacancy Details

We are seeking an outgoing and friendly individual who is highly motivated, to work as part of our newly formed Support and Advice Team. The team empowers and assists people with hearing loss with a wide range of issues. From supporting with letter translation and phone calls to helping people looking for new accommodation or a job, no two days are the same!

Working closely with our Local Authority and voluntary sector partners the successful candidate will be good at building networks and professional relationships.

The ability to communicate in British Sign Language is essential for this role.

The Advice and Support Officer is an exciting and challenging role which includes:

- Delivering scheduled drop in advice sessions in different locations for our communities
- Arranging one to one appointments and home visits to provide support, information and advice

- Being allocated short term cases where an individual may need support with a particular issue or to achieve agreed outcomes over a period of 6-12 weeks
- Keeping up to date records of advice and support given

The candidate should have experience dealing with the public, excellent computer skills and the ability to work on own initiative, as well as part of a team.

We welcome applications from Deaf people and people with hearing loss.

The benefits of working for MSDP:

- We support our staff with flexible working,
- Offer 27 days annual leave, rising to 32 days per year after five years' service (pro-rata for part time staff)
- Company sick pay
- Employee Assist Programme
- Pension scheme
- Training and development opportunities

Closing Date: 12pm, 2nd April 2024

Further information on this role and an application pack can be found at <https://www.msdp.org.uk/vacancies/> alternatively

If you would like to have an informal discussion about the role please contact Sarah Welch at swelch@msdp.org.uk or Mark Hart mhart@msdp.org.uk to arrange a video call.

