

## Merseyside Society for Deaf People

JOB DESCRIPTION	
<b>JOB TITLE</b>	Advice and Support Officer
<b>DEPARTMENT</b>	Advice and Support Team
<b>STAFFING RESPONSIBILITIES</b>	n/a
<b>REPORTS TO</b>	Advice & Support Services Manager
<b>HOURS OF OPERATION</b>	35 per week flexible
<b>SALARY</b>	£23,000
KEY PURPOSE AND RESPONSIBILITIES OF THE ROLE	
<p>A frontline role delivering flexible peripatetic advice and low level (floating) support services across all relevant Local Authorities.</p> <p>Key responsibilities include widening access and participation by delivering a flexible service, which will include monthly evening and weekend surgeries, to be held on and off site or remotely.</p> <p>The post holder is responsible for identifying the needs of clients and assessing services required, signposting to appropriate service provision, and delivering planned and unplanned services, including triage referrals. Where complex or ongoing cases present, the postholder will undertake caseloads delegated by the team Manager to provide a holistic person-centred service and maintain continuity for clients. There is a requirement to undertake direct support service where business demands.</p> <p>The postholder is accountable for the standard of support delivered and reports directly to the Advice &amp; Support Services Manager.</p>	
MAIN DUTIES AND RESPONSIBILITIES	
<p><b>Information, Advice and Guidance:</b></p> <ul style="list-style-type: none"> <li>• To facilitate outcome-based services which empower clients to access mainstream services and lead independent and fulfilled lives.</li> <li>• Deliver outcomes based on themes to reduce social isolation and improve physical and mental wellbeing, including connecting people with hearing loss to local community support groups; increasing digital inclusion; support into employment or volunteering; reducing financial exclusion; supporting families of Deaf parents and families with d/Deaf children; identifying and supporting young people with hearing loss as they reach transition age.</li> <li>• To undertake a frontline role delivering a flexible peripatetic advice and support service across all relevant Local Authorities. This includes office-based surgeries and home visits to clients.</li> <li>• To provide a flexible service to meet business demands, including evening and weekend surgeries.</li> <li>• To facilitate planned and unplanned services including triaging and, where complex cases present, provide ongoing caseload support to provide holistic services and maintain continuity to clients.</li> <li>• To undertake low level short term floating support client casework as assigned by the Senior Advice and Support Officer.</li> </ul>	

- To undertake assessments of persons requiring care, information, or support and enable appropriate action to be taken to ensure the needs of the individual are being met.
- Contribute to reviewing, including supporting multidisciplinary arrangements as required and prepare reports, as necessary.
- To be responsible for agreeing variations of low-level floating support packages within agreed parameters. To refer clients needing more complex or ongoing support to Careline for assessment.
- To ensure all clients identified as having care needs are referred for a Care Act Assessment with the Local Authority.
- To signpost individuals to internal MSDP services (For example, Equipment, Support Services Manager), or external services as required.
- To collate and provide monthly statistics and outcomes relating to the role and performance.
- To attend local d/Deaf, Deaf-Blind, and hard of hearing community groups to promote MSDP services and new initiatives.
- To maintain up-to-date knowledge of community support and care services in the Merseyside area, and relevant geographical areas to meet business needs.
- To proactively promote Advice and Support (Duty Services) through social media or directly through partner organisations.
- To develop and maintain good working relationships with a range of service providers to provide appropriate and effective information to clients.
- To work with the Line Manager to identify and agree a personal development programme via the appraisal and supervision process in line with the team and organisational targets.
- To attend training and CPD relating to the job role.
- To participate in staff meetings and support positive communication between team members.
- To undertake direct support service to meet business demands.

#### **Record keeping**

- To keep up to date records and case notes in the charity's CRM system
- To undertake casework reviews with Support Service Manager.
- To undertake 1-2-1 supervisions and appraisals with the Senior Advice and Support Officers in line with MSDP policy and procedures.

#### **Other**

- To undertake any other duties as required by the business.

### **GENERAL OBLIGATIONS**

#### **Statutory Requirements**

Ensuring that statutory provisions are met, and the standard and quality of support is satisfactory and meets national, regional, and organisational policies, procedures, and guidelines.

Ensuring that statutory requirements defined by law are enforced to enable a safe working environment.

Ensuring that mandatory requirements determined by MSDP, local and national guidelines and relevant policies and procedures are enforced to support safe provision of services.

Ensuring that health and social care knowledge, skills and training is undertaken to maintain and develop practice safely and competently, including personal development.

### **Performance Management**

- Ensure that performance targets are met.
- Flexibility required to meet the needs of the organisation.
- Perform all other duties assigned by manager.

### **Complaints**

To provide any information on any complaints and concerns as directed by the line manager and provide reports and draft responses within the MSDP complaints procedures.

### **Safeguarding**

The post holder:

- Mainly work with adults. Some of the adults will be parents, grandparents or carers and will have children and young people.
- Takes responsibility for promoting and safeguarding the welfare of vulnerable adults accessing services and children you may come into contact with.
- Takes action and raises concerns.
- Forms appropriate relationships with those they care for and maintains professional boundaries in their work.
- Works within organisational policies, procedures, and guidance.
- Is committed to demonstrating the organisations values and behaviours in their work.

### **Operational requirements**

Hours of work will be flexible 35 hours over 7 days in accordance with the standard working to meet operational needs and be willing to assist other departments if and when required.

Main hours of operation:

Monday to Friday office hours

Coverage of evening and Saturday morning advice surgeries on rotation

**PERSON SPECIFICATION - Advice and Support Officer**

<b>PERSON SPECIFICATION - Advice and Support Officer</b>		
	<b>Criteria</b>	
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• NVQ in Health and Social Care Level 3.</li> <li>• Native British Sign Language user or British Sign Language qualification at Level 3 or above.</li> <li>• Deafblind Communicator Guide qualification</li> <li>• Deaf-Blind Manual, Deaf-Blind Hands-On Communication, Signed specific English and International Sign Language</li> </ul>	<p>Desirable</p> <p>Essential</p> <p>Desirable</p> <p>Desirable</p>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• A minimum of three year's social care experience.</li> <li>• Experience in risk assessment procedures.</li> <li>• Experience of supporting people to access mainstream services for example housing, welfare rights, debt advice, health and social care, employment support.</li> </ul>	<p>Essential</p> <p>Desirable</p> <p>Essential</p>
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>• Knowledge of health and social care legislation.</li> <li>• Knowledge of health and safety legislation.</li> <li>• Ability to communicate effectively at all levels internal and external to the organisation.</li> <li>• IT/computer skills.</li> <li>• Excellent communication.</li> <li>• Documentation and report writing skills.</li> <li>• Ability to use Client Record Management system.</li> <li>• Data gathering.</li> <li>• Gathering service user evaluation and satisfaction surveys for analysis.</li> </ul>	<p>Desirable</p> <p>Desirable</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>
<b>Ability to travel</b>	<ul style="list-style-type: none"> <li>• This role is peripatetic meaning the postholder will be required to travel to different locations to deliver the service.</li> </ul>	<p>Essential</p>

<b>Requirement to perform role in relation to working with vulnerable people/adults at risk</b>	<ul style="list-style-type: none"> <li>• Safeguarding knowledge and understanding and application of safeguarding referrals.</li> </ul>	Essential
	<ul style="list-style-type: none"> <li>• Takes action and raises concerns.</li> </ul>	Essential
	<ul style="list-style-type: none"> <li>• Forms appropriate relationships with those they care for and maintains professional boundaries in their work.</li> </ul>	Essential
	<ul style="list-style-type: none"> <li>• Works within organisational policies, procedures, and guidance.</li> </ul>	Essential
	<ul style="list-style-type: none"> <li>• Is committed to demonstrating the organisations values and behaviours in their work.</li> </ul>	Essential

<b>VALUES</b>	<b>BEHAVIOUR INDICATORS</b>
<ul style="list-style-type: none"> <li>• Inclusivity</li> <li>• Partnership working</li> <li>• Person-centred support</li> <li>• Promoting independence</li> <li>• Valuing individuals' different needs and abilities.</li> <li>• Excellent team worker</li> </ul>	<ul style="list-style-type: none"> <li>• Ensures the service is safe, effective, and high quality.</li> <li>• Is empathetic, compassionate, and kind to others.</li> <li>• Communicates in a clear and open way.</li> <li>• Respects individual's right to make their own decisions.</li> <li>• Builds a trusting two-way relationship with others.</li> <li>• Takes personal responsibility within the workplace.</li> <li>• Shows willingness to support team members</li> </ul>