



Job Description

Job title:	Community Sensory Officer
Responsible to:	Senior Sensory Hub Officer and Volunteer Coordinator
Wage:	£8.91/hour
Hours:	18.5 a week

Place of Work

To be located at the Trust Head Office. Occasionally may be required to attend meetings or training in York or the Yorkshire area.

Purpose of the job

You will assist Senior Sensory Hub Officer and Volunteer Coordinator and Specialist Assessor in providing a range of services. In accordance with UK legislation and professional conduct standards you will carry out holistic/ sensory assessments, the development of support plans and the delivery of a range of services to individuals and groups in a variety of locations, including public and domiciliary. You will be able to demonstrate, issue or sell appropriate equipment to customers and record all assessments and actions as required.

Main Duties

- Working under the supervision and direction of the Senior Sensory Hub Officer and Volunteer Coordinator conduct a range of assessments in relation to an individual or group of clients.
- Manage and independently deliver own workload
- Maintain awareness at all times of the holistic needs of customers and promote the maintenance and regaining of independence.
- Provide support to the Specialist Assessor, such as taking phone messages, making initial calls/contact with clients, booking appointments and reporting observations about clients to the Specialist Assessor, particularly any signs of deterioration or changes.
- You will be required to undertake the role of duty worker responding to incoming contacts from customers and professionals triaging the case and creating a record on the internal and MOSAIC system ensuring accurate records and prompt response to the enquires.

- Where identified and required initiate and facilitate group work to respond to customer needs.
- You will provide support to the volunteers as and when requested.
- Motivate and encourage customers to participate in community groups wherever available.
- To provide advice, support and signposting for customers, their families and carers.
- Maintain accurate, comprehensive and up to date records, both paper and electronic, in line with legal and departmental requirements.
- Represent the service at conferences and other public events, engaging and sharing information about new developments and initiatives both locally and nationally.
- Assist with the delivery of Sensory Awareness Training and promotional activities both within and outside of the central 'Hub, helping to raise awareness about sensory issues and good practice guidelines.
- Communicate effectively and professionally with all members of the multi-disciplinary team within and outside of Wilberforce.

Person Specification

- To have a good knowledge of sensory impairment and experience in undertaking assessments and providing services in the specialist field
- Experience in a Care Service /Assessment and or Community Equipment Service environment
- Understanding of the needs of all the Sensory pathways for Vulnerable Adults
- Knowledge of the Social Service and Health Environment
- An awareness of local authority funding mechanisms and alternative sources of funding
- Awareness of the Equality Act and principles of equal opportunities
- Awareness of safeguarding legislation
- Preferably an experience of services that use standard social care contact and reference databases (via - Mosaic, framework i or similar)

Competencies

- Good communication skills
- Good interpersonal skills
- Ability to use MS Office
- Flexibility in approach to the post
- Able to occasionally work flexible hours depending on the demands of the role
- Ability to work as part of a team and independently

Additional Responsibilities

- Keep up to date with mandatory training and professional development
- Actively participating in the appraisal and SDS process

- Comply with Wilberforce policies and procedures.
- Maintain the strictest levels of confidentiality at all times following both legal and organisational requirements.
- Communicate, collaborate and work effectively with colleagues to meet the objectives of both the service and The Wilberforce Trust requirements.

Please note that this job description is not an exhaustive list of duties and that the individual may be asked to undertake extra responsibilities as directed but within the individual's sphere of responsibility and competence in order to meet the changing needs of the service.

This job description forms the broad framework within which the post holder will undertake their duties and will be subject to regular review and possible amendments. It does not form part of the contract.