

Senior Community Sensory Officer

Job Type: Part-time, permanent 25 – 28 hours

Salary: £20,000-£22,000 FTE (pro rata to £13,160-£16,210).

Job Location

The Wilberforce Trust is looking to hire a part-time Senior Community Sensory Officer to work from our Head Office in Huntington, York

Purpose of job

Reporting to the Sensory Team Leader, the successful candidate will assist the Sensory Team Leader and Specialist Assessor in providing a range of services. You will act as the Senior member of the Community Sensory Officer Team, providing support to the Sensory Team Leader when requested and advising and supporting the Officers within the team in the absence of the Team Leader and when required to do so.

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 Sensory Team leader and Specialist Assessor conduct a range of assessments in relation to an individual or group of clients.
- Manage and independently deliver own workload and provide support, when required, to enable other members of the Sensory Team to deliver their 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.
- Provide support to the Community Sensory Officers, in terms of mentoring, advice, guidance and training in relation to their work and to the recording processes.
- Where identified and required initiate and facilitate group work to respond to customer needs. This may involve setting up and running Outreach Groups at different venues and working in partnership with other organisations.

- 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.
- You will be required to undertake the role of a duty worker responding to incoming contacts from customers and professionals, triaging the cases and creating a record upon the internal and MOSAIC systems, ensuring accurate recording and prompt response to enquiries.
- 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 Sensory Hub, helping to raise awareness about sensory issues and good practice guidelines. Work as a member of the Outreach Team, travelling to a range of different venues as identified by senior management.
- Communicate effectively and professionally with all members of the multi-disciplinary team within and outside of Wilberforce.
- 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.
- Travel when required to carry out the above duties

Skills and Experience

The successful candidate will have the following essential skills and experience

- Proven experience working within a Social Care arena and working within Social Care legislation with a NVQ Level 4 or equivalent.
- Good working knowledge of sensory loss.
- Good communication and interpersonal skills.
- Good IT skills in a range of software packages
- Flexibility in relation to your approach to your work
- Ability to be a good team member and to work independently when required.

This is an exciting opportunity to join our team and make a difference in people's lives. If you feel this is the position for you and you have the experience above then we would love to hear from you.

If you require any additional information please contact the HR team on 01904760037.

The closing date for this position is Monday 25th March