

Recruitment Pack

Development Officer Sight and Hearing Loss Support

Issued by Shropshire RCC

Contact: 01743 360641
Jayne Travers



Recruitment Process

To apply for this role, please complete the application form with a supporting statement (no longer than two sides of A4) setting out how you meet the requirements of the role specification to enquiries@shropshire-rcc.org.uk (clearly headed Confidential - Job application) or by post to:

Jayne Travers
(Confidential - job application)
Shropshire RCC
4 The Creative Quarter
Shrewsbury Business Park
Shrewsbury
SY2 6BX

Please note that the closing date for applications is 4.30pm on Friday 23 June (by post) or 9.00am Monday 26 June (by email).

Shortlisting will take place on the morning of 26 June, and therefore no late applications will be accepted.

Interviews will take place on the afternoon of Monday 3 July 2017

June 2017

Dear Candidate

Thank you for requesting a job pack for our recently advertised vacancy with Shropshire Rural Communities Charity (RCC). These are exciting times for us and we are looking for an exceptional person to join our well established, successful organisation.

This is an established position within our organisation and the current postholder will be leaving to get married at the end of August after 3 years in post. The previous postholder was in post for 11 years and retired. The successful candidate will therefore inherit a portfolio of existing projects and a team of long-serving, enthusiastic, committed and highly trained volunteers. However there are also opportunities for new development, and new initiatives on the horizon, for the new postholder to develop.

In this pack you will find:

- Job description
- Person specification
- Main conditions of service
- Background information about our organisation
- More information about the Sight and Hearing Loss service we offer

You can also find out more about our organisation by looking at our website

Please read the information provided carefully. If you think you are the person we are looking for please complete the application form that can be downloaded as a separate document from our website.

We will contact everyone regarding the outcome of their application. Please keep the interview dates free until you have heard from us.

Thank you for your interest in working for Shropshire RCC. We look forward to receiving your application.

Yours sincerely

Julia Baron

Julia Baron
Chief Executive

GUIDELINES ON COMPLETING YOUR APPLICATION

These notes have been provided to help you with your application and it is very important that you read them before you complete the form.

In order to be able to make a fair comparison between candidates please note:

- All applicants must use the form provided. Please do not submit a CV, even as an appendix. It will not be considered during the shortlisting process
- Applications received after the closing date, for whatever reason, will not be considered. It is therefore in your interests to submit your form in plenty of time. If sending by post please ensure you put sufficient postage on the envelope. A number of applicants for previous vacancies have had their applications rejected as insufficient postage has caused a delay in delivery. Deliveries by hand should be on a week day between 9.00 am and 5.00 pm (4.30 pm on Fridays).

In order to ensure that applicants for employment are assessed fairly against the needs of the post concerned, a scoring system will be used in order to select those applicants who will be invited for interview. Marks will be given according to how well your application meets our requirements and the candidates with the highest total scores are invited for interview. Shortlisting is undertaken by at least two people working independently, who consider only the information contained in each application form to decide which candidates to interview.

It is, therefore, particularly important that you fill out the application form carefully, as it may make the difference between being offered an interview or not. The following points are designed to help you in completing a good application form.

1. Job Description and Person Specification: You will find a Job Description and a Person Specification enclosed in your pack. The Job Description outlines the tasks you will be expected to deliver if you are successful; the Person Specification describes the personal qualities we are looking for to fill the post. Your application should, therefore, be based primarily on the Person Specification, using the job description to give examples where you used your skills and experience to undertake similar tasks in previous jobs.
2. Consider yourself against those requirements: You will need to show on the form evidence that you have those requirements. Think about each previous job you may have had and what it is about that job which is relevant to the job you are applying for. Include voluntary and part time work, as this may help uncover skills which you may have taken for granted but which could be relevant to the job applied for.
3. Education/Training/Qualifications: Please detail the information which is relevant to your application. It is not necessary to list every day long training course you have attended. Please note that if you are shortlisted, you will be asked to supply evidence of your qualifications (such as original certificates) on the day of your interview.

4. Do a rough draft of the application: This will help you to organise the information and avoid mistakes.
5. Declaration: - if you submit your application by email and are shortlisted, you will be asked to sign your application form on the day of interview
6. Data Protection: Personal data obtained from applicants during the recruitment process will be held securely and will be used solely for the purposes of selection for the post advertised. Other than for the successful applicant, no personal data from the application form will be retained beyond six months from the date of interview, when it will be confidentially shredded.

What happens next?

Short-listing will take place soon after the closing date, and as soon as possible after this, you will be informed as to whether or not you have been invited to interview. If you would need any special arrangements in order to attend for interview, please either include this on the form or attach a separate sheet if necessary.

All appointments are made subject to satisfactory references being received, and satisfactory completion of a probationary period. In some posts we also require a DBS check.

Job Description

Job Title:	Development Officer: Sight and Hearing Loss Support
Hours:	30 hours per week
Reporting to:	Head of Service This position is part of Shropshire RCC Wise & Well Team
Responsible for:	SHLS Admin Officer Service Volunteers

Job Purpose:

- To provide a range of opportunities and support to enable adults with hearing and/or visual impairment or loss to adjust to their disability and remain independent, active and socially involved
- To recruit, manage support a pool of volunteers to provide practical help, information and support in the community
- Develop and maintain professional relationship with NHS Audiology

Key Tasks:

1. Volunteer management

- Recruit, train, support and manage volunteers for hearing loss activities, in conjunction with NHS Audiology
- Allocate volunteers as follows:
 - To undertake home visits following referrals from Audiology
 - To provide support to visitors to the Shrewsbury Hub
 - To support hearing aid repair clinics across the county
 - As drivers and /or to offer advice and information on the SLS bus
 - To man our stands at exhibitions & at Effective Hearing programmes
- Recruit, train, support and manage volunteers to assist adults with visual impairment/sight loss to take part in a range of social, educational and sports activities

2. Co-ordinate Community Learning Programmes for people with hearing loss

- Organise and run Effective Hearing Programmes in community venues across Shropshire and Telford & Wrekin for adults with hearing loss and their families/carers
- Provide support and coordinate training for tutors of EHP programmes
- Develop and co-ordinate publicity for Effective Hearing Programmes
- Identify areas of unmet need and develop and run local community - based provision relating to hearing loss.

3. Organise events in the community for people with sight loss

- Develop and run social, sports and educational opportunities for adults with sight loss and those with dual impairment, which improve confidence and well-being and promote independence
- To support individuals with sight loss to access wider opportunities within the community

4. General

- To deliver the contractual outputs and outcomes required by statutory and other funders
- To collect, collate and report on outputs and outcomes as required, for a range of purposes and to evaluate the benefit/impact of our support. To use the information to improve and further develop services and support
- To be proactive in applying for additional funding and fundraising to enhance the programme of activities offered and to identify ways of generating income to enhance and develop the service
- To be responsible for ensuring spend is kept within available budget
- To liaise with and work in partnership with statutory, voluntary, self-help and private organisations and colleagues within Shropshire RCC
- To raise awareness of sensory impairment with other agencies, services and public amenities in order to improve access and support for adults with sensory loss
- To support the annual See Hear Exhibition in Shropshire
- Respond to enquiries by phone, e-mail or in person
- Develop and co-ordinate publicity, maintain & update website, social media & printed literature
- To look for opportunities to develop new and innovative ways to support people with sensory loss and improve their access to information and assistive technology which can help

5. Other duties

Particular duties and responsibilities may vary from time to time without changing the general character of the duties or level of responsibility entailed. The postholder may therefore be required to pursue activities other than those specified above, within the remit of the post.

Latest review: June 2014

Person Specification

	Essential	Desirable
Education & Training	Good standard of general education (A level or equivalent or higher)	Basic British Sign Language or DeafBlind communication or Lip Reading or a qualification relating to sensory impairment
Experience	<p>Developing and delivering support for vulnerable and/or disabled groups which promotes and enables independence</p> <p>Working in partnership with a range of organisations and groups including private business</p> <p>Working with and supporting volunteers</p> <p>Track record of making successful bids for funding or fundraising</p> <p>Organising and running successful events</p>	<p>Working with adults with sensory loss</p> <p>Marketing and income generation</p> <p>Evaluating work in order to measure impact effectively and evidence benefit</p>
Skills and Knowledge	<p>Competent and confident in the use of IT including e mail, Excel, Powerpoint, Word, CRM databases, social media</p> <p>Excellent communication skills and able to put people at their ease</p> <p>Strong written skills to produce quality reports, publicity, case studies and other written material as required</p> <p>Organisational skills in planning and running groups, training and events</p>	<p>Knowledge of adult social care and health services relating to hearing and sight loss and impairment</p> <p>Knowledge of the voluntary sector in Shropshire, Telford & Wrekin</p> <p>Knowledge of the impact of sensory loss and current services and support for these groups</p>

	Ability to work with a high degree of autonomy and manage own workload	
Values & Attitudes	<p>A “can do” attitude to work</p> <p>Positive view of disability</p> <p>Able to work equally in a team setting or alone.</p> <p>Comfortable working in a large open plan office</p>	
Other requirements	Clean driving licence and access to a car for work, or ability to travel throughout the county	

MAIN CONDITIONS OF SERVICE

Salary	£24,184 per annum (pro-rata) = £19,608 for 30 hours
Term of employment:	This is a permanent position. Funding is under review and funded at the currently level until March 2018. Further employment beyond this date will be dependent on securing further funding. Confirmation of appointment will be dependent on satisfactory performance during the probationary period (see below)
Probationary period	This post carries a probationary period of 6 months.
Hours:	30 hours per week (excluding lunch breaks). Normal office hours are 8.45am - 5.00pm Monday to Thursday and 8.45am - 4.30pm Fridays. These times may be varied by agreement to suit personal circumstances. However PLEASE NOTE that the successful candidate will be expected to work on Fridays. Candidates should also be aware that they may be required to work additional, or occasional 'out of hours' work during evenings or at weekends. Shropshire RCC operates a time off in lieu system in order to compensate for this, but a flexible approach is required in order to enable the duties of the post to be properly discharged.
Holiday:	144 hours per annum plus statutory Bank Holidays. The holiday year runs from April to March. Holiday entitlement for staff joining the organisation during the year will be calculated on a pro-rata basis per complete month worked.
Pension:	This post is pensionable. The postholder will be entitled to an employer's pension contribution of up to 5% of salary into the RCC group pension scheme, providing this is matched by at least the equivalent % of salary contribution by the employee.
Place of work:	Shrewsbury. We operate from high quality office accommodation, with parking, in a modern accessible building on Shrewsbury Business Park
Termination of Employment:	One week's notice in writing on either side during the Probationary Period. Upon confirmation of appointment, two calendar months' notice in writing.
Use of car for business purposes	During the course of your work you will be required to travel away from your office base. When using your own car for such travel, Shropshire RCC will reimburse you as a casual car user at the current rate of forty five pence per mile. You are required to ensure that your car insurance covers you to use your vehicle for business purposes.

June 2015

About Us

Our organisation

The Community Council of Shropshire (operating as Shropshire RCC) is leading local charity established in 1961. We work with individuals and groups to improve quality of life and strengthen communities in the county. Our purpose is to ensure that people are not disadvantaged by living in a rural area.

Our projects focus on older people (particularly those who live alone); carers; people who are isolated or lonely; young people unable to access employment or training; people who are digitally excluded; people who are on low incomes, who are in poor health or who have a disability.

What do we do?

We support people with sensory impairment through practical help to make effective use of hearing aids, and social opportunities through a network of support groups for people with sight loss.

We keep older, isolated members of the community in touch with others through “Good Neighbour” schemes and community based exercise (eg “Extend” classes and Boccia groups). Working with a network of volunteers, we help people to understand how to use computers and introduce them to using the internet in community settings. We organise trips, social groups and support for carers so that they have the chance to meet others, as well as having a break from their caring role.

We tackle fuel poverty by helping people to understand where energy efficiency measures would help, and provide grants and assistance to enable work to be done. We run a community buying scheme for heating oil to enable people in “off-gas” communities to save money.

We help people overcome transport barriers through our “Wheels to Work” scheme so that people are not trapped in a cycle of “no transport, no work, no money, no transport”.

We work with other organisations to strengthen their capacity and work with communities towards being self-supporting, particularly in areas where service providers find difficult to reach. Through training, advice and access to funding and resources, we enable communities to help themselves.

We are a Volunteer Centre and through this, promote volunteering as a route to employment, social engagement and personal well-being. We operate a “matching” service to place potential volunteers with organisations needing voluntary help, and we promote good practice in volunteer recruitment and management. We involve over 150 volunteers in our own work, including current and former service users.

Shropshire RCC is part of the network of 38 Rural Community Councils in England. We are members of a number of national organisations and through these we are able to raise awareness of the challenges of rural life at a national level. We respond to calls for case studies and evidence to influence Government thinking, participate in focus groups and undertake pilot work to demonstrate how models can work in a large rural county.

Our funders include Central Government, Local Authorities, national and local grant making bodies and private donors. We also generate income from membership subscriptions, sponsorship and community fundraising.

Service delivery:

To deliver our work, Shropshire RCC currently employs 18 staff as follows:

Community Wellbeing:

- Practical and emotional help for family carers
- Helping older and vulnerable people to remain living in their homes for as long as they wish
- Providing information, support and social activities for people with a sight or hearing loss.
- Advice and practical help people reduce energy costs and keep their homes warmer

Rural Services

- Specialist advice and training to help voluntary and community organisations manage their activities effectively (particularly village halls)
- Support for communities to consult with residents and plan their own future
- Matching volunteers with organisations that need their help and skills
- Mentoring to help first time IT/internet users
- Wheels to Work - lending mopeds and bicycles to help people overcome the “no transport, no job, no money” cycle
- Distribution of grants to community groups and individuals in need

“Back Office” Team

The organisation is supported by a small team undertaking management, finance, administration and membership support.

Shropshire RCC Sight and Hearing Loss Service

Our Sight and Hearing Loss Service provides information and advice, emotional support and practical assistance to adults in Shropshire and Telford & Wrekin and is focussed on finding ways to enable people with sight and/or hearing loss to continue to enjoy full and active lives. We actively look for ways to continue to grow and develop the service.

Volunteer and Peer Support

We have a team of over 30 volunteers who work with us at present, offering the following support

Volunteer Home visits to adults over 55 newly fitted or refitted with hearing aids. Our volunteers all have direct experience of hearing loss and most are hearing aid wearers themselves. They are trained by NHS Audiology to be able to offer practical assistance with fitting, maintenance and use of hearing aids. Their personal experience enables them to offer practical tips and emotional help in adjusting to hearing loss.

Volunteer led repair clinics some of our volunteers carry out hearing aid repairs and give help and advice on general maintenance and use of aids at Audiology clinics across Shropshire. They also go into residential and nursing care homes to raise awareness of hearing loss among care staff and to see individual residents who are hearing aid wearers

Volunteer Drivers some of our volunteers drive the See Hear bus and support outreach information sessions across Shropshire

Effective Hearing Programmes

These are one day training events for hearing aid wearers and their carers or close family. They are run by paid tutors employed by us on a sessional basis. Our tutors all have direct experience of hearing loss and some are themselves hearing aid wearers. These events give information about hearing loss, aids and equipment and effective use of hearing aids.

We support the Hard of hearing Forum and Hard of Hearing Groups across the county
We work in close partnership with NHS Audiology and with other organisations and groups involved with hearing loss support.

Sight Loss Opportunity Groups

These are informal social groups for adults with sight loss or visual impairment. Each group is slightly different but their purpose is to enable people to benefit from peer support, gain confidence in doing new activities, get information and make friends. There are 4 groups; Ludlow, Oswestry, Shrewsbury and a cycling group that meets at Sundorne Sports Centre
We work in close partnership with Shropshire Council Sight and Hearing Loss Service team, Guide Dogs for the Blind, Sight Loss Shropshire and other sight related services and groups, and we attend and contribute to the Low Vision Forum.

Funding

The Service is funded through contracts with Shropshire Council and Telford and Wrekin Council. NHS Audiology contributes to the cost of the Volunteer Visiting and repair clinics and makes an in-kind contribution through training and equipment for the volunteers. Other funding comes from grant applications, individual donations and community fundraising.