

**Community Outreach**

Hours: Full time (Monday-Friday 35 hours per week)

Salary: £18,000

Reports to: Director of Operations

Location: Truro and community work across Cornwall

**Job purpose**

As a member of our Community Outreach service team, you will work closely with your team members to provide outreach support services to people with sight loss across Cornwall.

The post holder will also work collaboratively with voluntary and statutory sector partners, alongside volunteers, to deliver integrated sight loss services within local communities, which are more easily accessible. You will have excellent communication and customer service skills with the confidence and ability to work on his/her own initiative.

**Duties and responsibilities**

* Demonstrate daily living aids and equipment to assist with new ways to carry out old skills such as cooking
* Provide information on specialist equipment such as talking clocks, modified kitchen appliances and adapted computers
* Provide information on magnifying aids and enhanced lighting, and guidance on how to make best use of any remaining vision
* Explain the full range of iSightCornwall services
* Conduct home visits to people with sensory impairment and design and co-ordinate the implementation of person-centred support plans to promote self-confidence and independent living
* Support and work with partners e.g. JobCentre Plus to provide employment guidance and training people into work
* Support to those losing their sight who are already in employment, to help them retain their jobs, and
* Work with employers in respect of reasonable adjustments for visually impaired staff e.g. equipment requirements and technology training
* Represent iSightCornwall at workshops, exhibitions and events to promote the Service both at the Centre and out in the community
* Demonstrate assistive technology available through iSightCornwall to those visiting the Resource Centre in Truro and / or during visits to service users in their own homes and advise on its suitability
* Arrange pop-up days in local community’s ensuring our services are locally based
* Assist with the training and development of iSightCornwall volunteers in the development of our hospital information desks
* Form effective working relationships with local and national charity workers, statutory workers and those working/volunteering for other agencies in the field of sensory impairment
* Liaise with social services teams, as well as with ophthalmologists, orthoptists, optometrists and other professionals
* Link with affiliated iSightCornwall activity clubs, ensuring volunteers and service users are always informed of what the charity is doing
* Advocate with other agencies/organisations on behalf of service users when required
* Discuss the pros and cons of registering as blind
* Inform about leisure facilities, such as talking books and newspapers and social clubs, for people with visual impairments.
* Provide emotional support - offering empathy and encouragement.
* Be an active member of the iSightCornwall team in terms of the approach adopted to service delivery and development
* Record and process information on the charity’s Customer Relationship Management (CRM) system
* Assist the Director of Operations to gather and process data to facilitate performance monitoring and evaluation of the service.
* Operate in accordance with all iSightCornwall policies and procedures appertaining to this role
* Any other tasks commensurate with this role and the needs of the Charity

**Person specification**

The skills, knowledge, qualifications and experience listed here are requirements of the role and are assessed at different stages of our recruitment and selection process. Use this information to help you complete the ‘Supporting Statement’ section of the application form.

**Skills and experience**

**Essential:**

* **Communication**

Clear written and verbal communication skills. Active listening skills. Negotiating and influencing skills. Attention to detail. Ability to communicate professionally with external parties and members of the public.

* **Thinking Style**

Uses creativity to unblock barriers. Good use of initiative and intuition. Flexible and adaptable in style. Drive and motivation. Evidence of interest to learn and succeed.

* **Working with others**

Good at relationship and network building. Ability to handle challenging interpersonal situations and potential conflict. A welcoming and approachable style. Able to build positive working relationships with people from all walks of life. Ability to work independently. Ability to inspire and support others through change. Ability to undertake work in a sensitive, participative and ethical manner.

* **Time management**

Organising skills – being able to plan ahead, meet deadlines whilst also able to work in a constantly changing environment. Ability to prioritise and work under pressure.

* **Driving licence and access to a vehicle**
* **Strong IT skills**

**Desirable:**

* Previous experience of working in the Third / Public Sector
* A background in health & care
* Experience of working on personal development, training / employability programmes with people furthest from the job market
* Previous experience working with people with sight loss

**Personal qualities:**

* Proactive and solution focused team member
* Flexible, and willing to work in the fast-paced and constantly changing environment
* Conscientious and responsible
* Support and enthuse others and maintain a professional image

All other aspects of the role are set out in your Contract of Employment.