



Job Profile

Title: Social Care Assistant, Deaf Services

Reports to: Team Manager/ Senior Social Worker

Job purpose:

Deliver a person led, strength-based approach to those who are Deaf, hard of hearing, and deafblind in Surrey.

As a member of the Deaf Services team you will provide support, advice and access to community services to enable and empower Deaf, hard of hearing and deafblind people across Surrey.

Principle Accountabilities

To provide a wide range of practical and emotional support, promoting wellbeing alongside the Deaf Community.

Provide information, support, and advice for people who are Deaf, hard of hearing, deafblind, their families and/or carers.

Support the completion of wellbeing checks, strength-based reviews, development of assessments and support plans in their homes or across the community.

Deliver a responsive duty service responding to ad hoc queries, new referrals and matters of concern via facetime or in the community.

Support community activities that promote engagement, social inclusion and reduce loneliness. For example, the Deaf Café, communication via social media

Work in partnership with internal and external professionals to deliver a holistic service provision.

Prevent and respond to safeguarding concerns, implementing safeguarding policies and procedures for people who may be or are at risk.

Have a willingness to continually learn, grow and keep up to date with new technology.

Ensure appropriate and timely record keeping enabling effective communication and professional accountability.

Contribute towards monitoring and evaluation, including both quantitative and qualitative data collection.

To adhere to the organisation health and safety policies including the lone working policy and procedures.

To participate positively:

- with team learning, reflection, and continuous improvement activities.
- Team and cross team activities and bespoke projects
- Regular supervision with your line manager, training, and team/organisational meetings

Engage and support the charity's fundraising activities and shared learning opportunities.

Comply with all operational policies and procedures related to your role including equality policy.

The above list of job duties is not exclusive or exhaustive and may be subject to change. The post holder will be required to undertake such tasks as may be expected within the scope and grading of the post.

COMPETENCIES REQUIRED

Strategic Management/ Operational Service Planning/Forward Planning

Understanding the overall aims and objectives of the team and how these contribute to Sensory Services by Sight for Surrey's strategic plan. Planning their work to meet agreed targets, standards, and people we support needs. Working within agreed procedures to achieve team and

personal objectives. Thinking ahead and identifying where and how their work impacts on the work of the team.

Inspiration

Valuing and supporting others.

Making things happen

Achieving agreed goals and targets. Managing their own time and available resources effectively. Collaborating with others to make things happen.

Communication

Communicating with all people in a positive, accessible, timely and clear manner. Actively seeking to understand, demonstrating their understanding of communications they receive and responding to them appropriately. Showing empathy and seeking to understand the other person's point of view.

Developing Others/Team Development

Sharing their knowledge and skills with others. Supporting others in their development and contributing positively to team development.

Managing Change/Embracing Change

Seeking ways to continuously improve their own performance. Suggesting where improvements in service could be made. Is open to new ways of doing things. Adapting positively to changes and feeding back the impact of changes to their line manager, where appropriate.

Personal Impact

Presenting themselves effectively. Striving to develop the competencies they require to do their job. Acting with integrity and in line with the principles of equal opportunities. Respecting the opinion and expertise of others.

Customer Focus

Building good professional relationships with people we support. Endeavouring to understand what the person wants and being responsive to their needs. Responds positively to feedback.

Use of Technology and Management of Remote Teams

Using relevant technology effectively to do your role and, to deliver services.

KNOWLEDGE/SKILLS/QUALIFICATIONS

- Fluent BSL skills
- Knowledge and understanding of working with Deaf, hard of hearing and Deafblind people, or willingness to learn
- Excellent interpersonal skills with the ability to develop rapport with a wide range of people.
- A non-judgemental attitude and the ability to relate to people of all backgrounds.
- Ability to keep accurate and objective records
- Self-motivated to work independently, as part of a team and a wider network.
- Willingness to learn, show initiative and seek out solutions to enquiries from a range of different people.
- Excellent organisational skills
- Competent with the use of databases and Microsoft Office Packages.
- Understand the social model of disability.

Working Environment

This is an office-based role with travel across the county. You must be able to travel independently across the county daily to meet the needs of the community.