



Job Description

Title: Deaf Support Worker

Reports to: Adult Services Operational Team Manager

Job purpose:

This is a 2-year funded project to provide and develop volunteering and befriending services to Deaf Surrey Residents.

Working closely with colleagues in both our Deaf Services Team and Community & Engagement Team – to address issues of loneliness and isolation for individuals.

This is a new initiative, the post holder will not only provide direct support to individuals, referred by our specialist sensory teams, but will also actively recruit volunteers to work with isolated and lonely Deaf/deaf people, and take part in their training.

Post-holders will work in a person-centred way proactively seeking to empower people to promote their independence, choice and access the wider community

Key responsibilities and accountabilities:

1. With the support of line manager to work/liaise with the Volunteer and Community Engagement Manager to develop the idea of volunteering within the Deaf/deaf community with a view to recruiting volunteer befrienders
2. Maintain regular contact with isolated and lonely Deaf/deaf adults as identified through Sensory Services by Sight for Surrey.
3. Respond to enquiries and to contact people to provide information or signposting to other agencies or services. Contact will be made by most appropriate route including: Face to face meetings (including home visits), running outreach services, using telephone, Facetime, Zoom, SMS text, Skype, Video Relay Service and email
4. Ensure each case is managed in line with Sensory Services by Sight for Surrey procedures. In particular to be aware of the basic elements of risk assessments and to refer to more senior staff when risks are identified or a formal risk assessment is indicated
5. Assist in development work and project work, including taking part in new activities and working with other staff to provide information and feedback as required

6. Identify safeguarding issues and refer to line manager.
7. Ensure the highest level of data quality and security for all information recorded on databases and other systems.
8. Contribute towards SfS newsletters, SfS Deaf Facebook page as agreed with line manager
9. Plan and manage workload effectively and efficiently
10. Attend, contribute and make constructive use of regular supervision
11. Attend training courses and updates on changes in policy relevant to the work of Sensory Services by Sight for Surrey
12. Undertake duties and interaction with colleagues, partner providers and clients fairly, without unlawful discrimination and with due regard to the Sight for Surrey Equality and Diversity Policy
13. Undertake any other duties commensurate with the general level of this post as required

Job Specification:

ATTRIBUTE	ESSENTIAL REQUIREMENTS
Education	Good understanding of written English
Professional requirements	Fluent BSL skills
General skills	Excellent communication and inter-personal skills with a variety of audiences - be able to adjust communication to suit the needs of the individual supporting, BSL, SSE for example Excellent organisational skills IT skills, Microsoft Word – be confident to download apps and support others to use Ability to use a variety of equipment – iPhone, iPad for example
Specific skills	Ability to work on own initiative, taking decisions as appropriate Ability to manage own caseload To work alone and as part of a team

	<p>Ability to communicate sensitively in difficult situations and put people at their ease</p> <p>Understand and apply strict confidentiality working practices</p> <p>Ability to diffuse situations</p> <p>To maintain accurate and factual written records</p>
Other	<p>Car driver with own vehicle and business insurance to travel county-wide</p> <p>Ability to support people to use public transport to access the community</p> <p>Flexible and reliable</p> <p>DBS check to be completed</p>