



JOB PROFILE

POST IDENTIFICATION

Communication Support Worker

REPORTS TO

Deafblind Specialist Assessor

JOB PURPOSE

To provide communication/administrative support for existing employee.

PRINCIPAL ACCOUNTABILITIES

1. To take and make telephone calls on behalf of and in conjunction with the employee and to convey voice mail messages.
2. To make a written record of telephone conversations/messages for the employee on request
3. To provide voice over interpretation and appropriate communication support to assist the employee when doing assessment visits to service users when required.
4. To interpret and provide appropriate communication support in a variety of different meetings and to make notes of these meetings.
5. To complete other administrative duties as required.
6. Note taking at visits and meetings.

WORK CONTEXT

Sensory services by Sight for Surrey are contracted by Surrey County Council to deliver statutory services. The post-holder has to adhere to legal requirements e.g. the Data Protection Act, Vulnerable Adults policy as well as to Sensory Services by Sight for Surrey's policies and procedures. The post-holder will be office-based but will also work on occasions in people's homes, in meeting rooms and offices in other parts of Surrey. The person will need to be able to work as a team member and will need occasionally to work flexible hours.

Sensory Services by Sight for Surrey constantly needs to reassess its priorities in line with a changing funding environment and the needs identified by its members and service users. These factors are crucial to Sensory Services by Sight for Surrey's survival and need careful attention. In order for Sensory Services by Sight for Surrey to successfully manage these pressures there is a need for all staff to be flexible and work wherever their core skills are needed most. No one will be asked to carry out work for which they are not properly trained.

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 service user 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. Listening actively, demonstrating their understanding of communications they receive and responding to them appropriately. Listening to 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 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 service users. Endeavouring to understand what the service user wants and being responsive to their needs. Responds positively to service user feedback.

Use of Technology and Management of Remote Teams

Using relevant technology proactively and effectively to do their job and, wherever possible, to deliver services.

KNOWLEDGE/SKILLS/QUALIFICATIONS

British Sign Language to level 2 or above or equivalent experience
Disclosure and Barring Service (DBS) check
Good literacy skills
IT skills, including Microsoft 365
Good interpersonal and communication skills

PHYSICAL REQUIREMENTS

Able to undertake office-based tasks, as well as possible travel across the county.
Able to use a keyboard.

WORKING ENVIRONMENT

Office, service user's homes, other offices and the employees/support worker's home.