



JOB PROFILE

Job Title: **Deaf Community Coordinator**

Job Purpose:

Working across the county of Surrey, promoting wellbeing, reducing isolation, and working with Deaf people to effectively tackle barriers of access. Representing the organisation locally and strategically in several different forums in Surrey, including the Disability Partnership Board.

Principle Accountabilities:

- Working across Surrey you will collaborate with Deaf People to tackle barriers of access, promote wellbeing, and reduce isolation.
- Provide strategic representation and influence in different forums across Surrey including the Disability Partnership Board.
- Coproduce and coordinate the development of the Deaf Cafe with a range of relevant presenters and activities.
- Support wider access to Community Hubs and enable peer led physical and social activities.
- Promote and deliver Deaf Awareness workshops held by the charity.
- Support the provision of a Deaf Duty Service providing advice to a range of queries.
- Support campaign activities striving to improve access, rights and promote inclusion.
- Prevent, detect, and respond to safeguarding concerns.
- Support the contribution of 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.

- With team and cross team activities and bespoke projects
- With 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.

Work Context

Sensory Service by Sight for Surrey Adult Services Teams is contracted by Surrey County Council to deliver Combined Sensory Services. We work in partnership with Surrey Social Services to provide specialist support to those with sensory loss across all of Surrey.

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

- Confident communicator in British Sign Language
- Excellent people skills with the ability to develop rapport easily.
- Able to represent the needs of the community.
- Self motivated to work independently, as part of a team and a wider network.
- Willingness to learn quickly, show initiative and seek out solutions to enquiries from a range of different people.
- Confident presenter in the delivery of Deaf Awareness Workshops to a range of different audiences.
- Have an in depth knowledge of the social model of disability.
- Excellent organisational skills
- Competent with the use of databases and Microsoft Office Packages.

Working Environment

This is office-based role with travel across the county. You must be able to travel independently across the county daily for events and forums and to

engage with the community, you will often need to transport equipment including banners, fliers, and other materials.

Organisation See organisation chart on induction.