



## JOB PROFILE

### **POST IDENTIFICATION**

Hearing Loss Advisor

### **REPORTS TO**

Team Operational Manager

### **WORK CONTEXT**

Sight for Surrey is contracted by Surrey County Council to provide rehabilitation services to people with a hearing loss on SCC's behalf. One of the most important elements of providing services for this client group is to eliminate the gap between medical diagnosis and the provision of social care.

### **The Role:**

The post holder will be initially be developing the Hearing Loss Advisor (HLA) service in hospital audiology clinics in Surrey and become a key point of contact for hearing impaired people in the 16 hospital audiology clinics in Surrey, and other Hearing aid providers. The HLA will work alongside these audiology clinics, and other hearing aid providers, medical centres and GP surgeries to provide support to people who are hearing impaired. The HLA role will also provide a front-line, accessible Hearing Loss Advisory service, for hard of hearing, deafened people, Deaf BSL users and people who have dual sensory loss. Plus their families/carers to promote their choice, independence and control.

Full training will be provided.

The post-holder may be asked to work outside normal hours.

### **Main Responsibilities:**

To deliver a needs-led and responsive person centred support service to hearing impaired people (and family/carers).

To ensure the seamless transition from healthcare provision to all aspects of social care and community services for people who are experiencing difficulties as a result of hearing loss.

Liaise directly with health professionals; statutory bodies and local service providers, to facilitate a joined up approach to service provision.

Offer a range of reablement/support/installation services as required, including helping develop or maintain communication/safety and/or independent living skills

### **Main Duties:**

1. To be responsible for providing support to patients through involvement in the Audiology Clinics and other Hearing aid providers
2. Work closely with all Hearing aid providers to ensure that patients are aware of and can obtain easy access to all the hearing aid support facilities.
3. Provide initial emotional support to hearing impaired people as required and refer into professional counselling services where necessary.
4. To complete simple assessments of peoples' needs to include their reablement and assistive equipment needs, using appropriate communication methods.
5. Offer a range of reablement/support/installation services as required, including helping develop or maintain communication/safety and/or independent living skills,
6. To co-work within the Hearing Loss Advisor team and other Sight for Surrey teams, and to carry out the duty role via the duty rota.
7. Demonstrate equipment and arrange for training on its use.
8. Seek guidance from the Operational Manager, Specialist Sensory Practitioners or Social Work colleagues, in cases where there may be statutory safeguarding, mental health issues or complex social care needs.
9. Implement the Care Act compliant SCC Free Equipment Loan criteria within the designated budget.
10. Maximise use of Resource Centre facilities for appropriate assessments and demonstrations.

### **Shared areas**

1. Work jointly with organisations and businesses, as appropriate to the needs of the user, to ensure that care plans are implemented effectively.

- 3 Work closely with other Sight for Surrey staff to ensure that people are aware of and can obtain easy access to all the other facilities and services provided by and available through the charity.
- 4 Liaise with statutory and other agencies to help ensure that services and facilities are accessible to all people with hearing impairments.
- 5 To keep up to-date about other complementary services and facilities that are available to assist people with hearing impairments; and to signpost to these support services
- 6 Identify new and existing service users to offer appropriate support and services.
- 7 To promote the benefits of Sight for Surrey services to healthcare and other professionals, external organisations through presentations/training.

### **Overall areas**

1. Be guided by named supervisor and manager regarding key areas required for own professional development, knowledge and practice.
2. Maintain an accurate Outlook calendar in line with Lone Worker policy and supervision requirements.
3. Be able to travel countywide across Surrey, to provide HLA services
4. Help identify the need for future service/business developments in partnership with users, their families/carers and other agencies.
5. Assist with in house activities to raise awareness of HLA services.
6. To maintain client records in accordance with organisational processes and Data Protection rules, including recording onto Surrey County Council recording systems
7. To maintain suitable records and statistics for both the monitoring and ongoing evaluation of the effectiveness of the service,
8. Be able to communication effectively with people who use services including Deaf sign language users, people who are deafened and people who are hard of hearing.
9. Undertake any other duties commensurate with the general level of this post as required.
10. Ensure that the services provided are responsive and sensitive in accordance with Equal Opportunities Policies

## **KNOWLEDGE/SKILLS/QUALIFICATIONS**

IT skills e.g. use of database to record, Word, E Mail, Internet

Appropriate interpersonal skills and empathy

Knowledge/experience of hearing impairment advantageous

Experience of working in hospital environment advantageous

Networking skills

Effective communication

Presentation/training skills (training can be provided)

Experience of working with volunteers

Experience in managing a project

Time management

### **Training**

In house training with Sight for Surrey.

A Full Disclosure and Barring Service Certificate will be required before access is granted to work.

## **PHYSICAL REQUIREMENTS**

Ability to travel extensively throughout Surrey

## **WORKING ENVIRONMENT**

Audiology clinics and home working, also the Sight for Surrey office and to be in contact with other hospitals, support groups, medical centres and GP surgeries.