



POST IDENTIFICATION

Rehabilitation Support Worker - in training

REPORTS TO

Operational Team Development Manager- Adult Services

PRINCIPAL ACCOUNTABILITIES

To assist with the provision of proportionate assessments and rehabilitation for people with vision impairment or combined sight and hearing loss.

To be the connection for local organisations and people with vision impairment and combined sight and hearing loss.

Initial responsibilities of the role:

- 6 monthly follow up calls and subsequent support visits, making onward referrals as required
- Joint working with Surrey County Council locality teams on specific cases /hot desking to promote ongoing working relationships and fuller understanding of Sight for Surrey services
- Relationship networking with other local organisations and VI clubs who provide support to clients
- Facilitating specific client requests to other local organisations (Carers' Associations, Age UK, VI clubs etc.)
- Support the initial introduction of Home Visitor and clients
- Recording details of client assessments, rehabilitation and equipment on the appropriate systems.
- Collating information as required for reporting purposes.

Following training this role would additionally include:

- Completing first stage assessments, some remotely and some face to face, to respond to urgent but less complex needs and establish priority level for further services. Making onward referrals as required
- Support to client and Rehabilitation team during/after Daily Living skills/Mobility/IT training – to be guided by Sensory Specialist worker who will be the main trainer

- Provision and demonstration of equipment

SKILLS REQUIRED

- Organised and able to manage a number of ongoing tasks
- Ability to make decisions and use initiative
- Ability to follow processes and procedures
- Clear communication in all formats
- Good time management skills to ensure effective use of time and productivity
- Ability to relate to client with empathy and understanding
- Confident in supporting and providing information to service users
- Confident using various IT systems
- Flexibility to ensure needs of client and Sight for Surrey are met

COMPETENCIES REQUIRED

Personal Impact

Presenting themselves professionally and calmly when dealing with enquiries. Being resourceful in finding solutions. Striving to develop the competencies they require to do their job. Showing integrity, honesty and professionalism and the ability to be flexible when necessary. 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 and offering a personalised service. Using probing skills to ensure all possible areas have been covered, and where appropriate taking the initiative to identify and offer other services which may be of help. Responding positively to service user feedback.

Communication

Communicating information to the right people in a positive, accessible, timely and clear manner. Demonstrating their understanding of communications they receive and responding to them appropriately. Considering other people's points of view. Maintaining equality, fairness and dignity of enquirers and colleagues at all times.

Strategic Management/Operational Service Planning/Forward Planning

Understanding the overall aims and objectives of the team and how these contribute to Sight for Surrey's strategic plan. Planning their work and 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 and motivating them towards the pursuit of a common goal.

Making things happen

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

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 and is open to new ways of doing things. Adapting positively to changes and feeding back the impact of changes to their manager, where appropriate. Working with people in a personalised way.

WORKING ENVIRONMENT

Office/worker's home/clients' homes/other e.g. hospitals, Social Care Teams
Ability to travel extensively throughout Surrey.