



Job Description

Title: Deaf Duty/Community Officer
Reports to: Senior Practitioner

Job purpose:

Countywide

Provide Duty support to the specialist Social Work for the Deaf Team.

Undertake non-complex assessments relating to the social care needs for adults and older people who are hard of hearing, deaf, deafened or deafblind; also, as appropriate, to joint-work with qualified practitioners.

Post-holders will work in a person-centred way proactively seeking to empower people to promote their independence, choice and control and maintain ongoing support by holding an allocated caseload.

Key responsibilities and accountabilities:

1. Assist with the provision of duty cover within the team.
2. 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, TypeTalk, SMS text, Skype, Video Relay Service and email.
3. Complete assessments and re-assessments for non-complex work.
4. Maintain regular contact with vulnerable adults as identified through Sensory Services by Sight for Surrey
5. 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.
6. 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.

7. Identify safeguarding issues and refer to senior practitioners. To attend safeguarding meetings to share information, as appropriate.
8. Have an understanding of the Care Act and Capability Act principles.
9. Ensure the highest level of data quality for all information recorded on databases and other systems, ensuring that the information is consistently timely, accurate and complete.
10. Contribute towards team newsletters, web news and other types of communications including the use of social media on behalf of the team.
11. Plan and manage workload effectively and efficiently.
12. Actively meet agreed targets and accurately record work for performance monitoring purposes.
13. Attend, contribute and make constructive use of regular supervision.
14. Attend training courses and updates on changes in policy relevant to the work of Sensory Services by Sight for Surrey.
15. Contribute to the awareness training delivered by Sensory Services by Sight for Surrey.
16. 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.
17. Undertake any other duties commensurate with the general level of this post as required.

Job Specification:

ATTRIBUTE	ESSENTIAL REQUIREMENTS
Education	Excellent written skills (minimum GCSE Grade C)
Professional requirements	Minimum Signature Level 2 qualification in BSL in addition to a communication assessment at interview.
General skills	Excellent communication and inter-personal skills with a variety of audiences Excellent organisational skills

	Accurate typing and good working knowledge in computer skills, specifically using Microsoft Word and Excel
Specific skills	<p>Ability to work on own initiative, taking decisions as appropriate</p> <p>Ability to manage own caseload</p> <p>To work alone and as part of a team</p> <p>Ability to communicate sensitively in difficult situations and put people at their ease</p> <p>Ability to diffuse situations</p> <p>To maintain accurate and factual written records</p> <p>Carrying out and writing up assessments</p> <p>Ability to work to care outcomes</p> <p>Experience in writing and actioning care plans</p> <p>Experience in reviewing care plans</p> <p>Knowledge of relevant social care legislation and policies.</p> <p>Experience of working with colleagues with lived experience</p>
Other	<p>Car driver with own vehicle and business insurance to travel county-wide</p> <p>Flexible and reliable</p> <p>DBS check to be completed</p>