

Vision & Hearing SUPPORT

Project Officer, Community Voice Application Pack

A Partnership Project between:

**Vision &
Hearing**
SUPPORT



The Community Voice Project Officer will be
employed by Bliss=Ability

Funded by  **COMMUNITY
FUND**



About Us

BLISS=Ability, a user-led charity based in South Tyneside, was established in 1995 with the aim to “offer services and activities to vulnerable people, people with disabilities and to those living with a long term health condition, so that they can lead active and fulfilling lives integrated into society”.

Our vision is to **inform**, **include** and **involve** people to promote choice and independence. We continue to develop services in direct response to identified needs, underpinned by our core business as an advocacy and information service.

We have a fully inclusive approach committed to enhancing people’s well-being and healthy lifestyle by providing support, training and activities designed to improve independence and enhance people’s quality of life.

Community Voice Project Officer

Vision & Hearing Support has secured funding from the National Lottery Community Fund to deliver a network of activity, led by service users and supported by Community Voice Officers and Volunteers. The project has been funded for two years and is a Partnership between VHS, Your Voice Counts and BlissAbility. The project will host three Community Voice Officers, one in each organisation, who will form a collaborative network. The three Community Voice Officers will be part of a larger project Team including a Project Coordinator and Volunteer Officer.

The Community Voice Officers will work with beneficiaries, volunteers and members to inform solutions to our shared priorities. The Community Voice Officers will establish and facilitate a range of social networks in response to local challenges. This will be developed at a grass roots level but may include a review of local opportunities available, the establishment of social networks, facilitating access to existing local groups or a combination of these.

The Community Voice Officers will work across Gateshead and South Tyneside and collaboratively with the Partner organisations. The role will work closely with colleagues from the Project and the wider Charity to enable us to meet the funding and organisational outcomes.

The role will also work with teams across the Partnership to ensure clients are able to access and benefit from the wider support offered.

We are a Committed to safeguarding children and vulnerable adults. The successful applicant will be required to undertake an enhanced criminal record check and proof of identity will be required.

You can find an application form at www.visionandhearingsupport.org.uk or you can telephone Vision & Hearing Support on 0191 4785959;

or you can email contactus@visionandhearingsupport.org.uk (Please ensure you include the Job title within the subject heading).

If you need the form or pack in an alternative format, please let us know.

For an informal discussion about the job please email Sharon Bell, Chief Officer at Bliss=Ability, sharon.bell@blissability.co.uk

Closing date for applications is: 9:00 am Monday 20th June 2022

JOB DESCRIPTION

Job Title:	Community Voice Officer
Responsible to:	Project Coordinator
Responsible for:	None
Location:	Gateshead/South Tyneside
Hours:	35 per week (job share will be considered)
Salary:	£21,851 FTE

Function

The Community Voice Officers will help break down barriers to engagement by establishing networks of activity and facilitating effective community connections. Beneficiaries engaged in the project will develop increased confidence, knowledge and self-esteem. They will gain awareness of activities and services in the local community and be aware of and have the resilience to approach our Team with potential future needs and issues. Ultimately, the Partnership aims for beneficiaries to feel more resilient and independent.

Main Tasks

Partnership & Collaborative Working

1. To establish a good working relationship with the 'Community Voice Officers' within Vision & Hearing Support and Your Voice Counts and the whole project Team as it is established.
2. To bring together the different groups represented by the Partnership and facilitate shared learning and solutions to common problems and issues.
3. To establish excellent relationships with beneficiaries, existing local community networks and other community services.
4. To work with the Volunteer Officer and local volunteers to support the delivery of network activity.

Community development

5. To work with beneficiaries, volunteers and members to inform solutions to shared priorities: loneliness, getting out and about, mental health and access to information
6. Working at a grass roots level, you will review local opportunities available to beneficiaries, establish new social networks/ activities, facilitate access to existing local groups or a combination of these as appropriate.
7. To deliver support in community-based settings as well as our centre. This could include one to one Information, Advice and Guidance sessions and supporting volunteer led groups/programmes.
8. To engage with new and existing beneficiaries to form a communication mechanism and 'voice' for the networks we support.
9. To work with beneficiaries, other organisations and volunteers to establish and facilitate a range of social networks in response to local challenges

Evaluation and Reporting

10. To provide monthly performance reports to the peer Enablement Coordinator
11. To record outcomes and outputs on a regular basis through Charity Log and produce case studies and information for publicity materials
12. To continuously review progress and adapt delivery approaches to ensure the project's success
13. To collaborate with the Project Evaluators through the lifetime of the project, contributing and responding to the findings of the evaluations.

General Activity

14. To liaise with, promote, support and refer beneficiaries into VHS's range of services and signpost to other relevant services as appropriate.
15. To reinforce agreed rehabilitation actions and good practice with VHS staff and others who support clients in their rehabilitation needs.
16. To ensure all service user information is accurately captured and maintained in line with GDPR.
17. To promote VHS services in conjunction with the VHS business plan.

18. Attend team meetings and training relevant to the post, and statutory requirements
19. Provide information, advice and guidance to ensure that people continue to be supported throughout their vision and hearing loss journey.
20. To represent the organisation effectively to external organisations and to participate as required in local, regional and national events.
21. To work as an effective member of the VHS team, contributing to all aspects of development, innovation and engagement, as may reasonably be required taking account of the nature and scope of the duties of this position. The staff team is structured to enable team members to work cross functionally depending on experience and skillset even if their primary assignment is not to that area.
22. It is a requirement of all staff that they:
 - Work to support the values of the charity. These promote respect of service users recognising their skills and entitlement to choice, dignity and independence.
 - Work positively in support of the principles outlined in the organisation's Equality and Diversity Policy.
 - Assist in maintaining a safe working environment by attending training in basic and specialist health and safety as necessary, both on appointment and as changes in duties and the law require and to follow the requirements of the VHS Health and Safety at Work policy and any local codes of safe working practices.
 - Comply with the requirement of the charity's employment policies and procedures.

Special Requirements

The post will involve often working without direct supervision, occasional lone working and some working out of normal office hours.

A willingness to work in an environment with Guide Dogs is essential.

The role will be delivered in a variety of locations, including service users' homes, places of work, local community etc, therefore a driving licence, access to a vehicle for work purposes and willingness to travel is required.

We are Committed to safeguarding children and vulnerable adults. The successful applicant will be required to undertake an enhanced criminal record check and proof of identity will be required.

PERSON SPECIFICATION – Community Voice Project Officer

	Essential	Desirable
EDUCATION		
GCSE grade A*-C Maths and English, or equivalent qualification	x	
Level 3 qualification in Health & Social care or Community Development (or evidence of current up to date work towards)		x
Proficient use of the Microsoft Office suite of programmes	x	
Knowledge of any database or CRM systems (e.g. Charity Log, SalesForce or others)		x
SKILLS		
A good understanding of both the practical and emotional needs of service users with sensory impairments and/or other disabilities.	x	
Excellent Partnership working and ability to build strong professional relationships at all levels.	x	
Excellent organisational and project management skills with the ability to manage own workload, work independently, organise multiple tasks and achieve results without close supervision.	x	
Be able to engage and communicate with beneficiaries and facilitate a network of activists	x	
Creativity and resourcefulness to help identify solutions to problems	x	
EXPERIENCE		
Proven experience in providing people with Information, Advice and Guidance.	x	
Partnership working and collaboration	x	
Report writing and record keeping		x
Monitoring and reviewing individual progress	x	
Project Evaluation		x
Project management in a community setting	x	
ATTRIBUTES		
Develop relationships with internal and external contacts	x	
Must possess high standard of integrity	x	
A commitment to promoting equality and diversity	x	
A flexible approach and willingness to learn and develop	x	