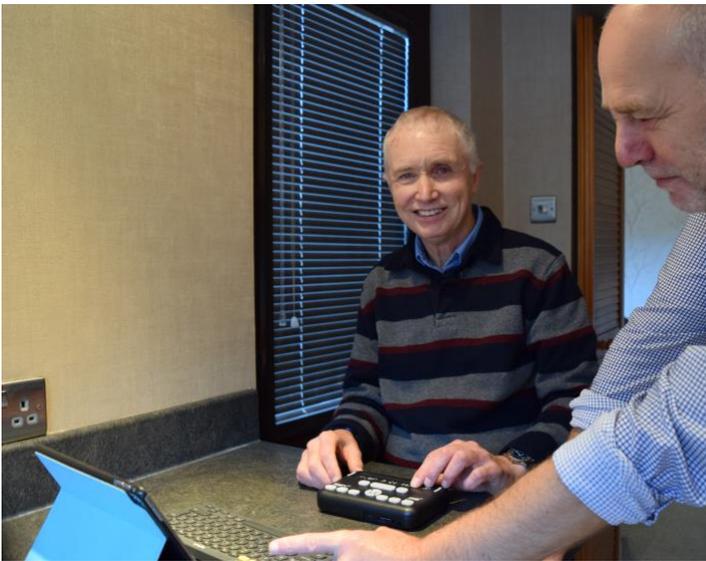


# Job Pack

## Community Development Officer



# Introduction

Thank you for your interest in the post of Community Development Officer at Sight Advice South Lakes. We hope that you find all the information you need in this pack, or on our website ([www.sightadvice.org.uk](http://www.sightadvice.org.uk)) and social media platforms (Facebook and Twitter @SightAdviceSL) to help you decide if you are the right person for this inspiring and exciting role but, if not, please don't hesitate to get in touch.

Sight Advice is a very special organisation delivering high quality services to people affected by sight loss in the South Lakeland district of Cumbria. We are proud to be the only sight loss charity in this area and of the many successes we have achieved through our 65 year history. Sight Advice is widely recognised throughout this area and is held in deep regard by local people and their communities.

**“That dark moment when I was told that no more could be done – Sight Advice picked me up and put the pieces back together”**

We are an ambitious organisation and want to ensure that we are there when people need us most. The vast majority of the services we provide are free of charge to the people we support but, of course, it isn't free to provide and we rely on the generosity of the communities in which we work. In the last financial year, the cost of providing our services was nearly £300,000.

We are looking for an inspiring individual to join our experienced and committed team. You will have experience in providing information and advice to a variety of people, have a positive attitude and excellent interpersonal communication skills. You will have the ability to build partnerships with a range of agencies and will want to make a REAL difference!

If you would like to talk about the role I warmly welcome you to contact me at [claire@sightadvice.org.uk](mailto:claire@sightadvice.org.uk) or our Services Manager James Carey at [james@sightadvice.org.uk](mailto:james@sightadvice.org.uk) or by phoning Sight Advice South Lakes on 01539 769055. If we are not available, we will call you back at the earliest opportunity. Thank you for your interest in Sight Advice South Lakes



**Claire Park: Chief Executive**

# Job Description

Post:	Community Development Officer
Salary:	FTE (NJC 27) £25,295 Actual £10,255
Pension:	Pension Scheme available (5% employer 3% employee)
Reports to:	Services Manager
Location:	The role will be based within the Bradbury Centre, Kendal
Hours:	15 hours per week
Contract Type:	Permanent

## Overall Purpose of Job

To provide person centered information, practical and emotional support to people affected by sight loss across the South Lakeland district.

## Specific responsibilities/duties

The duties of this post will broadly focus on the following:

### Client Support

- To provide a holistic assessment focussing on the health, wellbeing and social needs of an individual. Develop a client led support plan focussed on their individual goals. Clients' needs may vary in complexity.
- Demonstrate appropriate aids and equipment and ensure people affected by sight loss are confident to use them.
- Provide emotional support to the person affected by sight loss, family or carer.
- Provide information and advice about support and services available at Sight Advice South Lakes.

- Make appropriate referrals both within and outside Sight Advice South Lakes.
- Provide follow-up support to clients.
- Be responsible for the continued development and delivery of Sight Advice South Lakes peer support groups.

## **Community Support**

- Liaise closely with Adult Social Care rehabilitation officers for visual impairment to offer a multi discipline approach to supporting visually impaired people.
- Liaise closely with all organisations involved with sensory services to contribute to a consistent and quality approach.
- To promote the work of Sight Advice South Lakes to ensure that other professionals and the general public are aware of the services offered e.g. by giving talks and presentations to organisations and community groups
- To deliver Visual Awareness Training to organisations, statutory organisations and community groups.
- Promote eye health and the use of low vision aids.
- Support a team of volunteers to deliver support in the community for people with visual impairment

## **Administration on Behalf of Clients**

- To actively manage a caseload, making appointments and prioritising tasks as appropriate.
  - To work to meet qualitative and quantitative targets and to collect statistical information to monitor progress against targets.
  - To maintain accurate records, complete relevant project documentation and database inputting for monitoring and reporting purposes.
  - To share and disseminate good practice information within the team.
  - To gather feedback as required.
- Compilation of risk assessments for each activity undertaken.

## **General**

- To be actively involved in developing strategy and participate in evaluating services.
- Liaise with other organisations involved in sensory services to avoid duplication of service and contribute to a consistent and quality approach.
- Ensure that links with other sight loss charities are developed and maintained to share learning and best practice.
- Attend regular supervision and annual appraisal.
- Undertake additional duties as required.

## Professional Development

- Take responsibility for one's own professional development and attend conferences, training, networking and other events as appropriate.
- Attend all mandatory training required by Sight Advice South Lakes

## Other

- Any other reasonable duties as may reasonably be required by your line manager

# Person Specification

The following information is used to help identify suitable candidates and to ensure that all applicants are judged on fair and objective criteria, which is relevant to the post.

We will be looking for applicants who can show that they meet these requirements. You should therefore use the information below to help you complete your application form. This information will be used as part of the shortlisting process.

## Experience and Qualifications

- Good standard of education
- Competent in the practical application of Microsoft Office – Outlook, Word and PowerPoint
- Experience of maintaining electronic records
- Experience in providing information, advice and guidance
- Strong administrative skills including record keeping and report writing

## Knowledge and Skills

- Excellent communication skills both written and verbal.
- Experience of forging links and partnerships with local charities and organisations.

- Excellent interpersonal skills.
- Ability to engage and motivate others at all levels.
- Ability to prioritise and manage own workload, including effective time management.
- Demonstrate self-motivation, resilience and determination.
- Understanding of the issues facing people affected by sight loss.

## Qualities and Competencies

- Creative thinking and problem-solving ability
- A professional manner and flexibility in undertaking other activities with being a member of a wider team
- Ability to work on own initiative with a solution focussed approach
- Ability to travel independently
- A lively, enthusiastic and “can do” approach to service delivery
- Willingness to undertake training and continuing professional development

We are a small team, with a great sense of fun so a strong sense of humour is a must

# Information for Candidates

## Information required from your application

Sight Advice provides an application form, therefore we will only accept CV's if they accompany a completed application form. The following specific points are aimed at providing guidance for the information required on your application.

\* If there are any gaps in your employment, please include details of these in your application or supporting letter.

• If we do not receive your application form by the closing date, we will be unable to process your application further.

Please return completed forms and supporting statement by email to [info@sightadvice.org.uk](mailto:info@sightadvice.org.uk) or by post to:

FAO Claire Park, The Bradbury Centre, Sight Advice South Lakes, Kendal, LA9 4HE

Closing Date: Wednesday 3<sup>rd</sup> November 2021, 12 noon

Interview Date: Week Commencing Monday 8<sup>th</sup> November

## **Job Description and Person Specification**

A Job Description and Person Specification are enclosed which detail the main responsibilities and duties required. As part of your application please provide a 'Supporting Statement'. This should describe how your skills, knowledge, experience and qualities match those described within the person specification..

Within your 'Supporting Statement' you need to give examples of how you meet the requirements which you will be shortlisted against. If you have gained the necessary skills and experience in a voluntary capacity you should include details of this in your supporting statement.

## **People with a Disability**

We aim to provide information to candidates in the right format for them. If you have not received information in the right format for your needs, please let us know. Candidates selected for interview should inform us of any special needs they may have in relation to the interview as soon as possible.

## **Interview and Selection**

Interviews are normally carried out by a panel and verbal feedback will be provided to candidates selected for interview.

If you are selected for interview you will be notified within 1 week of the closing date. If you have not heard within 3 weeks, you should assume you have not been successful in your application. As a non-profit making organisation, and in order to keep our administrative costs low, we are unable to confirm receipt of your application.

## **References**

You should provide details of references from your current or most recent employer and the referee should be either your line manager or the personnel department. References will be taken for the previous three year's employment and details should be provided for this period.

## **Declaration**

For this post Sight Advice will seek clearance from the Disclosure and Barring Service.

## Data Protection

Information provided by candidates as part of their application will be held for the purposes of this recruitment only and will then be destroyed. Information provided by the appointed candidate will be retained in relation to their employment contract.

# Equal Opportunities Policy

## Introduction

Sight Advice South Lakes recognises that discrimination and inequality are still widespread in society as a whole. We are therefore working to achieve Equal Opportunities for all staff irrespective of disability, ethnic origin, gender, marital status, age, sexual orientation, religious belief or ideology. This applies to employment, to our service provision and to our relationships with external organisations.

Sight Advice South Lakes policy on Equal Opportunities applies to all Trustees, all employees and trainees, volunteers, receivers of our services, organisations that we work with and those who act on our behalf.

## Aims of our Policy

To demonstrate the commitment of Sight Advice South Lakes in being a fair and reasonable employer and service provider.

To ensure that the individual potential of all employees is recognised and that their talents and resources are utilised to the full. Further more that no individual employee or group of employees receives less favourable treatment in relation to employment or access to resources.

To ensure that all our staff promote equality in the workplace and in the services we deliver.

**Commitment:** Sight Advice South Lakes will:

- Recognise and comply with its legal obligations under the Race Relations Act, the Sex Discrimination Act, the Equalities Act and any other statutes in force
- Fulfil its social responsibilities towards employees, potential employees and the communities in which we operate.

- Review all policies, procedures and practices, relating to all aspects of employment, to ensure that they reflect Sight Advice South Lakes commitment to equal opportunities, amending and updating them where appropriate.
- Ensure that all customers, clients and people who use our services are treated fairly and equitably and receive the services appropriate to their needs.
- Recognise and embrace the benefits of diversity throughout the organization including the protected characteristics of Equalities Act 2010: Age, Disability, Gender reassignment, Marriage and civil partnership, Pregnancy and maternity, Race, Religion or belief, Sex, Sexual orientation

## **Responsibility**

All employees have a responsibility for implementing the Equal Opportunities policy in all aspects of their work and for promoting good and non-discriminatory practices. The Chief Executive has overall responsibility for implementation of equal opportunities and good practice.

**October 2021**