**DEAFNESS SUPPORT NETWORK**

**JOB DESCRIPTION**

**Job Title:** I’m Here! Project Officer

**Responsible to**: Project Manager

**Location:** Based at Northwich or Chester or Macclesfield to deliver across Cheshire East, Cheshire West and Chester, Halton and Warrington

**Competency Level:** Operational

**Workplace Values:** The post holder will be expected to operate in line with our workplace values which are PRIDE:

**PERSONAL**: We always start with the person in developing people-centred services.

**RESPECT**: We respect people’s individual needs and treat everyone fairly and with respect.

**INCLUSION**: We promote and celebrate the culture, talents, aspirations and achievements of all D/deaf people.

**DETERMINATION**: We are committed to delivering a better world for D/deaf people.

**EXCELLENCE**: We strive to provide high quality innovative services and be a great employer and communicator.

**Main purpose:** To deliver an individually tailored service by working with D/ deaf children and young people and their families in their own homes, to improve communication within the home, at school and to increase access to social activities.

**Key Elements:** To work with D/deaf children/young people and their families to develop bespoke personal plans that will ensure that the all the communication needs are met and create positive outcomes for the D/deaf child.

To ensure that the needs of the D/deaf child are the heart of the project, and that deaf children and young people experience a range of positive differences including improved communication with their family, leading to increased confidence and independence.

To develop and maintain a network of partners to ensure all D/deaf children/ young people and their families are aware of the programme and how it improves outcomes for D/Deaf children.

 To enable D/deaf children and young people to participate in both mainstream and deaf specific social activities.

**Specific tasks:**

* To manage own caseload of clients and agree and manage support.
* To work closely with D/deaf children and their families to identify specific communication needs and develop bespoke personal plans designed to address issues.
* To carry out planned direct work with D/deaf children and their families in the home and community.
* To develop positive experiences for D/deaf children which enable them to achieve appropriate development and ensure that the needs of each individual child are addressed.
* To maintain close working relationships with key external partners i.e., Health, Education and Social Work Teams, to identify children and young people who would benefit from the project and to obtain evaluative feedback.
* To work as part of a team in making and maintaining links with other service providers, and social activity providers.
* To liaise with DSN’s Community Engagement Officer to identify appropriate volunteers support family events and other activities.
* To ensure that all safeguarding policies and procedures are implemented. To identify risks and maintain contact with the Project Coordinator on this.
* To deliver Deaf Awareness Training to social clubs, activity providers and schools as identified with the D/deaf child.
* To work with the I’m Hear project team, Team Manager and youth sessional workers to organise and attend family events.
* To liaise and network with other providers to be able to signpost D/deaf children/ young people and families to appropriate services.
* To support parents to improve communication with their child and to access education and training which will help them to support their D/deaf child’s development and wellbeing.
* To maintain high levels of confidentiality and adhere to GDPR guidelines.
* To monitor and evaluate support with D/deaf children and families, measuring progress experienced by the D/deaf child
* To complete reports/ input data within agreed timescales and produce case studies.
* To promote and publicise the work of the I’m Hear project.

**General**

* To communicate in sign language, or an appropriate manner, with staff and clients relevant to their choices and needs.
* To comply with Deafness Support Network’s policies and procedures*,* including timely and accurate administration, recording and reporting.
* To carry out any other duty which may reasonably be requested by your Line Manager.
* To attend meetings and training days.

**NOTWITHSTANDING** the detail in this job description, in accordance with the Network’s flexibility policy, the job holder will from time-to-time undertake such work as may be determined by the Chief Executive or Executives consistent with the key tasks of the job.

**Person Specification**

**Job Title:** I’m Here! Project Officer

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|  | Criteria | **E/D** | **A** | **I** | **T** |
| **Qualifications** | Educated to GCSE standard or equivalent with grade C or above in English and Maths, or ability to demonstrate equivalent knowledge  | E | [x]  | [ ]  | [ ]  |
|  | British Sign Language Level 1 or above, or ability to demonstrate equivalent knowledge and commitment to achieve British Sign Language Level 2  | D | [x]  | [ ]  | [ ]  |
|  | Qualification in Childcare / social work / youth and community work or other relevant qualification at NVQ level 3 or equivalent  | D | [x]  | [ ]  | [ ]  |
|  |  |  |  |  |
| **Experience** **& Knowledge** | Significant experience of working with directly children and young people and families  | E | [x]  | [x]  | [ ]  |
|  | Excellent knowledge of and experience of implementing safeguarding policies procedures and practice  | E | [x]  | [ ]  | [ ]  |
|  | Extensive knowledge of child development  | E | [x]  | [ ]  | [ ]  |
|  | Experience of dealing with Health and Safety issues & risk assessments  | D | [x]  | [ ]  | [ ]  |
|  | Experience of working in family homes/lone working  | D | [x]  | [ ]  | [ ]  |
|  | Understanding of the Data Protection Act | D | [x]  | [ ]  | [ ]  |
|  | Good knowledge of family learning developments, family functioning and best practice. | E | [x]  | [x]  | [ ]  |
|  | Experience of identifying and resolving problems, specifically in relation to communication | E | [x]  | [ ]  | [x]  |
|  | Knowledge and understanding of deaf issues | D | [ ]  | [x]  | [ ]  |
| **Skills& Abilities** | Ability to work in a way that promotes the safety and wellbeing of children and young people  | E | [ ]  | [x]  | [ ]  |
|  | High level communication skills in a variety of settings, both written and verbal  | E | [x]  | [x]  | [x]  |
|  | Ability to demonstrate commitment to equality of opportunity  | E | [ ]  | [x]  | [ ]  |
|  | Ability to use MS Office packages  | E | [x]  | [ ]  | [ ]  |
|  | Ability to prioritise and manage a fluctuating workload  | E | [x]  | [x]  | [ ]  |
|  | Excellent team working and interpersonal skills, with the ability to work effectively with colleagues across the organisation and with external colleagues and partners  | D | [x]  | [x]  | [ ]  |
|  |  |  |  |  |
| **Other** | A commitment to undertake child protection training annually  | E | [x]  | [ ]  | [ ]  |
|  | Flexibility around working hours when required – will include out of hours work, evenings and weekends  | E | [x]  | [ ]  | [ ]  |
|  | Ability to work at different locations when required  | E | [x]  | [ ]  | [ ]  |
|  | Ability to carry out lone working duties  | E | [x]  | [ ]  | [ ]  |
|  | Full driving licence  | E | [x]  | [ ]  | [ ]  |
|  | Own Transport  | D | [x]  | [ ]  | [ ]  |

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| **Values & Behaviours**Ability to demonstrate, understanding and apply our workplace values. These are embedded in all roles and applicants must evidence their attitudes/behaviours as part of the application process.  | Positive attitude with good communication skills – good eye contact and clear lip pattern. Reliable and punctual.  | E | [x]  | [x]  | [ ]  |
| - **P**eople- **R**espect- **I**nclusion**- D**etermination- **E**xcellence | E | [x]  | [x]  | [ ]  |

**KEY:** **E** = Essential Criteria

**D** = Desirable Criteria

**A** = Application Form

**I** = Interview

**T** = Testing (Psychometric and/or Occupational)

All short-listed candidates should meet all of the essential criteria identified as being assessed “A”