

Job Description: Somerset Mobile Advice Service (MAS) Coordinator

*must be able to drive to navigate our MAS van

This an exciting time to join the deafPLUS team as we look to develop our services across the West of England! deafPLUS provides several services across Somerset, including the MAS service which is delivered via our deafPLUS van, and lipreading classes which are delivered across Somerset.

Job Title: Somerset Mobile Advice Service (MAS) Coordinator

Location: Across Somerset – various locations. Main Office located in Bath

Line Manager: West of England Area Manager

Job Aims: To provide a mobile advice service which will involve parking at various sites across Somerset, and providing a face-to-face service to people living with hearing loss which includes demonstration of equipment, managing enquiries relating to social welfare advice and signposting on to other relevant organisations. The clients are likely to be older individuals, so the applicant may have some experience working with older people and people living with hearing loss.

Terms and Conditions: This position is 22.5 hours per week (three days). Contract until end of March 2023, with possibility of extension subject to funding.

Salary: circa 12, 200 (actual per annum)

Main tasks:

1. To ensure the maintenance of the MAS van, including fuel administration, MOT, insurance, AA renewals and repairs. To ensure the vehicle is kept in good condition.
2. To organise and coordinate MAS van visits (approximately four venues per week) and to seek permissions/permits where necessary.
3. To accept new referrals to the MAS, booking appointments, performing initial assessments and work with clients to develop strategies to help them cope with hearing loss.
4. To advise and demonstrate on equipment and telecare equipment to clients at the different MAS venues, and to signpost to Sensory Service Officers (SSOs), audiologists and other health and welfare support services as required.
5. To provide information and advice on hearing aids (retubing and replacing batteries), and matters relating to welfare benefits.
6. To recruit and manage volunteers to aid with the following areas: community talks, networking, liaison with other voluntary groups and assistance in running various activities (e.g., lip-reading classes).

7. To show clients who are self-funding (not entitled to funding via social services) how to purchase equipment via the deafPLUS online shop or catalogues.
8. To ensure information on display is relevant, up-to-date, and accessible to all clients, and adheres to the policies of deafPLUS and their funders.
9. To prepare and present quarterly reports on work undertaken.
10. To develop contacts, build a network and attend meetings with other agencies and organisations based within Somerset, to raise awareness of services provided by deafPLUS. Regarding statutory and voluntary service providers, especially disability service providers.
11. To obtain relevant information to record on our case management system, including personal details, equality monitoring data, consent, enquiry details, outcomes, and feedback.

Other:

1. Adhere to and promote deafPLUS's policies and procedures, including Equal Opportunities, Health and Safety, Confidentiality and Total Communication policies.
2. Participate in development through quarterly supervisions and annual appraisals, team meetings, and any relevant internal and external training.
3. Participate in fundraising and marketing activities as required
4. Support deafPLUS in achieving their aims by carrying out other relevant duties as agreed with your line manager, including occasional work outside of core hours.

Please note that this list is non-exhaustive. You will be expected to carry out any other duties and responsibilities relevant to your role.

Please scroll down for the Personal Specification.

PERSONAL SPECIFICATION

Please read the requirements below carefully. We will shortlist applicants based on how successfully you meet the criteria below.

Essential

Technical Knowledge:

- 1) Experience in delivering information and advice (not necessarily in charity sector or paid)
- 2) IAG Level 2 qualification or willingness to work towards one
- 3) Knowledge of equipment to support people living with hearing loss or willingness to learn, including but not limited to:
 - hearing aids (how to maintain, retube, and replace batteries)
 - Hearing loops
 - Amplified phones
 - Adapted doorbell and fire alarms
 - Vibrating clocks/alarms
- 4) Knowledge of the Department for Work & Pensions and Health and Local Authority services in relation to their responsibilities and practices around benefits and housing, and other local services that people living with hearing loss can be signposted to.

Skills and Abilities:

- 5) Must be able to drive our MAS van
- 6) Good written and communication skills
- 7) Ability to understand and appreciate barriers faced by people living with hearing loss
- 8) Ability to demonstrate equipment people may be unfamiliar with, strong presentation skills
- 9) Ability to conduct an advice assessment in a friendly, empathetic and assertive manner
- 10) Ability to communicate complex information in a clear and concise manner
- 11) Ability to manage own caseload - including prioritising issues and meet tight deadlines
- 12) Ability to identify and resolve problems
- 13) Understanding of confidentiality, conflict of interest, impartiality, consent and GDPR
- 14) Awareness of good customer service and how to effectively deal with complaints
- 15) Ability to build and maintain strong partnerships with local organisations
- 16) IT skills – experience of using a database to record casenotes, knowledge of MS Word and Outlook, using the internet as an advice resource tool
- 17) Experience of collecting statistics and writing short reports or willingness to learn