



**Community Worker
Full Time
Covering North East Norfolk and Great Yarmouth
Home Based**

**Norfolk and Norwich Association for the Blind
March 2019 V2.0**



Introduction

Norfolk and Norwich Association for the Blind (NNAB) has been supporting people with sight loss enjoy active, independent and fulfilled lives for over 213 years. It is estimated that there are nearly 35,000 people with some degree of sight loss living in Norfolk, with a two third of the working age population not in employment and 3 out of every 4 person with sight loss living in poverty or on its margins.

We know our work is needed more than ever.

To meet these needs we are seeking a caring and empathetic individual who will be able to work on a one to one basis with people with sight loss, their families, friends and carers to ensure that they are supported to enjoy active, independent and fulfilled lives.

Working closely with clinics, doctors, OT departments, benefits agencies, social clubs and activities along with many other organisations and groups the Community Worker will work within the social model of disability to support clients in achieving their goals and aspirations. The community worker will be comfortable in working on a one to one basis with people of all different backgrounds and ages.

The NNAB are currently developing a new strategy to steer the organisation to 2024 which will require us to deliver a user led portfolio of work that through evidence meets the needs of our clients. The Community Worker role is pivotal to ensuring we are providing the support clients required throughout Norfolk and to reach even more people.

If you have any questions or would like to know more about the post please do get in touch by email to recruitment@nnab.org.uk.

Thank you very much for your interest in the post.

We look forward to hearing from you



Job Description

Post: Community Worker

Location: Home Based (with regular working days in the NNAB office in Norwich and Great Yarmouth)

Reporting to: Senior Community Worker

Salary: £14,866 per annum (28 hours per week)

Hours: 28 hours per week

This role is subject to review

JOB PURPOSE

To provide support to enable people with visual impairment enjoy active, independent and fulfilled lives in your designated area.

To support current and establish new referral processes into the service within your area to ensure that everyone who requires support can easily access it.

To liaise with external organisations, agencies, health and social care professionals along with social groups and activities to meet their ongoing needs of the client and deliver on their goals and aspirations.

To fully participate in recording management information and outcome measures to inform the organisation and general public on the success of our work

To promote the work of the organisation and participate in activities that achieve this

KEY RESULT AREAS

- Clients demonstrating their enjoyment of leading active, independent and fulfilled lives following our intervention
- Regular engagement with clients who are actively seeking support
- Regular liaison with health and care agencies, professionals and organisations to consolidate current referral processes and establish new ones resulting in greater demographic and geographic reach of the service

- Evidence of working within the values and principles of the charity
- Participation in supervision and team meetings to share good practice and discuss developments
- Ongoing demonstration and application of the principles of safeguarding

PRINCIPAL RESPONSIBILITIES

- To co-ordinate and manage visits to clients on a daily basis
- To receive and follow up on referrals from agencies, professionals and other organisations
- To work with individuals on a one to one basis and respond to their needs, goals and aspirations
- To record each visit on a central database
- To record management information as directed by the Senior Management Team
- To work within the NNAB financial guidelines and budgetary framework
- To work within the charity's values and policy framework
- To proactively liaise with health and social care agencies, professionals, organisations and social groups and activities
- To be fully trained in, aware of and raise concerns or issues around safeguarding within the policy of the organisation
- To provide cover when possible within other related departments within the NNAB
- To organise, promote the health and safety of all staff, volunteers and clients
- To promote the work of the charity and attend events as requested by Senior Community Worker or the Senior Management Team

PERSON SPECIFICATION

ESSENTIAL REQUIREMENTS	DESIRABLE REQUIREMENTS
<p>JOB RELATED</p> <p>Experience of working in an enabling capacity with people on a one to one basis</p> <p>Experience of liaising with external agencies, professionals and organisations</p> <p>Experience of prioritising and working with a diverse case load</p> <p>Evidenced knowledge of the principles of safeguarding vulnerable adults</p> <p>Car driver and owner</p> <p>Suitable home environment for working</p> <p>Experience of working in partnership with external agencies</p> <p>Good working knowledge of technology including Microsoft Word packages and databases</p> <p>Experience of working within a user led organisation</p>	<p>Knowledge of working with people with disabilities including sight loss</p> <p>Knowledge and application of the social model of disability</p>
<p>PERSONAL ATTRIBUTES</p> <p>Empathetic and compassionate approach to working with individuals</p> <p>Confident and can advocate on behalf of individuals</p> <p>Understanding of equality and the benefits of diversity</p>	
<p>SKILLS</p> <p>Problem solving skills</p> <p>Good written and numerical skills.</p> <p>Good IT skills</p> <p>Ability to communicate and interact well with staff, clients, volunteers and all stakeholders</p> <p>Ability to prioritise.</p>	

Able to work on own initiative.	
Able to work well under pressure.	
REQUIREMENTS	
DBS enhanced check required.	

General Information

- The main duties details the key areas of work however these will be updated as the job progresses
- The work undertaken as part of this role must be carried out within the relevant policies and procedures of the Norfolk and Norwich Association for the Blind
- All job holders are required to understand the principles of safeguarding (children, young people and adults) and actively embed this in their everyday work including how to raise concerns
- Job holders will be expected to be flexible in their duties and carry out any other duties commensurate with the job level and falling within the general scope of the job, as requested by management.

Application Process

Please send a covering letter (no longer than 2 x A4) along with your most recent CV to recruitment@nnab.org.uk. Please clearly address the points in the person specification with examples in your application.

Deadline for applications: 22nd April 2019

Interviews: w/c 29th April 2019

Details regarding the post

Duration

The post(s) advertised are permanent appointments

Salary

The current salary offered is £14,866 per annum for 28 hours per week.

Salary is paid in 12 equal instalments on the 25th of each month directly into your bank account and covers work carried out in that calendar month.

Any weekend or evening work will be re-imbursed as time off in lieu.

Hours of work and working arrangements

The normal working week for this post is 28 hours, Monday to Friday and covers 52 weeks per year.

You will be required to work flexibly to meet the needs of the service including evenings and weekends.

Location

The post is a home based role with regular attendance at NNAB offices in Norwich and Great Yarmouth. The post will require travel and mileage will be reimbursed according to the NNAB reimbursement policy.

Benefits

Stakeholder Pension Scheme with Royal London, Contributions 3% employee, 4% Employer

Westfield Health Scheme covering eye tests and glasses, dental checks and treatment, physiotherapy, consultations etc

Canada Life Assurance covers all employees and pays 2 times annual salary on death of the employee