

 WOKINGHAM BOROUGH COUNCIL	Job Description		Job Reference
			Various
Job Title	Sensory Needs Referral and Assessment Officer		
Service	Adult Social Care	Brokerage and Professional Support	Sensory needs service
Location	Shute End, Wokingham		
Reports to	Senior specialist Sensory Needs Service		
Grade:	Type of position:	Hours per Week:	
Grade 5	Permanent	29.6hrs	

This job description has been designed to indicate the general nature and level of work performed by employees within this post. It is not designed to contain or be interpreted as an inventory of all duties, responsibilities and outputs required of employees assigned to the role.

Service Purpose

To provide specialist services to people living within Wokingham Borough Council boundaries who may be deafblind, visually impaired, deaf, deafened, or hard of hearing through the provision of specialist assessment, rehabilitation, equipment, training and professional support and advice. To work closely with other health and social care services.

General Description of the job

- Work within a comprehensive model of service provision for customers with sight, hearing and dual sensory loss; which is effective, equitable and accessible.
- To provide first point of contact for those with sensory needs as part of a daily front door duty service.
- Ensure Safeguarding responsibilities are met.
- Maximise customers' ability to be as independent as possible within their community; delivering appropriate services in line with current relevant legislation.
- Provide specialist advice, equipment, training, advocacy and signposting to other sources of support as required; raise awareness of the specific needs of people with visual impairment, deaf, deafened, hard of hearing and dual sensory loss as needed; act as a specialist resource within WBC to maximise awareness and deliver high quality services to all.
- Undertake direct work with customers, carers and families to enable individuals to live as safely as possible within the community environment and/or to support them in other appropriate care placements as needed.
- Monitor and review Support Plan outcomes in line with current procedures.

Organisation Chart

Head of Service

Team Manager/Service Manager

Senior specialist practitioner

Rehabilitation Officer Visual Impairment, Specialist Sensory Needs Worker /
Level 5 Deafblind Assessor /Level 3 Deafblind Assessor /
Sensory Needs Assessor /**Sensory needs officer**/ Student

Main Accountabilities of the post

<List the key Accountabilities and outcomes for the post. I.e. what is the responsibility of the post holder (Accountability), and what difference it makes (Outcome).>

1	To undertake assessment of need of visual impairment, hearing and dual sensory impaired people and carry-out casework together with customers, their families/carers in accordance with current legislation and local procedures.
2.	To be the first point of contact for the sensory needs service as part of the duty front door provision, processing referrals, responding to various methods of communication into the service, answering queries, signposting, information gathering, preventative intervention and managing risk.
2	To undertake specialist equipment reviews with people, who have a visual impairment, hearing and dual sensory loss to ensure individual needs continue to be met.
3	Create diverse support/prevention plans with full involvement of customers and their families/carers, which meet the needs of those involved and take account of the funding local authorities' policies, guidelines and procedures.
4	To issue equipment, as appropriate, which has been identified as meeting the customer's need; giving instructions/training on usage.
5	To produce and maintain professional case records and to prepare and submit reports in accordance with departmental procedures.
6	To ensure information is produced and distributed in an accessible format for people with sight, hearing and dual sensory loss, their families and carers.
7	To signpost customers and carers to relevant internal and external services where appropriate e.g., Blue Badge Team, Fire Service, Occupational Therapy and Community Physiotherapy, Department of Work and Pensions and to Voluntary Sector Services.
8	To work as a team member in delivering the Sensory Needs Service; ensuring that the service remains 'customer driven'.
9	To support the maintenance of the statutory Registers for people who are Visually Impaired.

10	To identify people as Hard of Hearing, d/Deaf, deafblind or who experience dual sensory loss and to support their access to registration.
11	To work proactively and in partnership with professionals within voluntary organisations, health, education and other community service teams, both on behalf of individuals, but also to raise awareness of sensory loss.
12	To understand your responsibilities for safeguarding every customer and know how to report any concerns you may have e.g., possible financial abuse, physical abuse, verbal abuse, emotional abuse, neglect.
13	To fully participate in all training and supervision sessions.
14	To always behave in a professional way that shows you understand and follow guidance for equal opportunities and respect for diversity.
15	To carry out other such tasks as are commensurate with the post according to discipline and current policies and procedures. The role is flexible and the list of main tasks and responsibilities is not exhaustive. The social work/care management process is evolutionary, and so practice can be expected to develop over time to meet WBC business needs.
16	To be familiar with both paper and electronic case recording systems and to ensure that records are maintained according to Council procedures and statutory requirements (e.g. case chronologies, support/prevention plans). Whilst assistance may be arranged for direct data input, practitioners are accountable for the accuracy and completeness of their case records.
17	To be aware of the Council's Health and Safety policies and procedures and to observe them for both customers' and practitioners' own safety.
18	<p>Summary of Main Contacts:</p> <p>Internal contacts include:</p> <ul style="list-style-type: none"> • Interaction with staff and other internal departments at all levels involving non routine and sensitive issues. • Wokingham Information Network, Sensory Needs team members, Brokerage & Professional Support team members, service/team managers & head of service. • Adult Safeguarding team for any safeguarding concerns that may require reporting. <p>External contacts include:</p> <ul style="list-style-type: none"> • Frequent and daily contacts with members of the public, D/deaf, Hard of Hearing, Deaf/blind, and visually impaired customers. • Frequent and daily contact with outside agencies and statutory bodies, including health services and the voluntary sector. • Frequent contact with service providers, specialist and brokerage services.

Additional Corporate Responsibilities

1	Professional Development: To ensure the continuous professional development of self, direct reports and all those in the service, through effective performance improvement, coaching, career planning and continuous professional development
2	Values Profile: To follow the principles set out in the Manager & Team Leaders Values Profile
3	Collaborative Working: To drive cross-Council working for all staff, ensuring effective communication and collaboration across the organisation, to meet needs, opportunities and address challenges as they arise
4	Customer Focused: To lead a customer-facing, proactive and responsive organisation, delivering to our residents and those who represent them. This requires leaders and managers to be flexible, adaptable and creative in order

	to meet the needs of our residents, and to lead active engagement with customers and communities
5	Leading Change and Improvement: To lead change and improvement across the organisation, including developing adaptable managers and staff, and working within an adaptable and flexible structural and management environment
6	Celebrating and Promoting: To ensure that positive messages about the achievements of service, and the Council are promoted and shared, internally and externally
7	High Support, High Challenge: To ensure that, within the service and across the Council, staff are, and feel, empowered and to bring forward their good ideas, to challenge areas where the Council can improve, and to contribute to the Council's ongoing success
8	Safeguarding responsibilities: At all times to demonstrate and positively reinforce our commitment to safeguarding and promoting the welfare of children and vulnerable adults.
9	Member Engagement: To ensure effective involvement and engagement of the appropriate Lead Member and others as appropriate, to drive effective officer-member working for the benefit of residents
10	Health and Safety: Take reasonable care for the health and safety of yourself and of other persons who may be affected by your acts or omissions at work; and co-operate with the Council to enable the Council to perform or comply with its duties under statutory health and safety provisions.
11	Equal Opportunities: To take positive action to ensure a thorough understanding of and positive commitment to equality in both service delivery and employment practices.
12	Special Factors: To work flexibly, including evenings and other out-of-hours requirements; willingness to travel; requirement to undertake such duties as are reasonably expected by the Line Manager

Scope

Staff	Number of employees within overall span of control	None
Financial	Budget directly controlled (excluding salary costs)	None
Resources	Facilities, equipment or systems within overall span of control	None
DBS Check required	YES	

Person Specification

Should focus here on describing the qualifications, skills, knowledge and experience an individual will require to successfully undertake the role. These should be split between essential and desirable. There is no need to repeat values requirements or corporate responsibilities.

Qualifications	Essential	Desirable
	<ul style="list-style-type: none"> • Good standard of Maths and English • Good knowledge of the needs of vulnerable adults and their carers. • Knowledge of the principles and practice of risk assessment. 	<ul style="list-style-type: none"> • Some knowledge and experience of Deaf Community and Culture. • BSL qualification or a

	<ul style="list-style-type: none"> • An awareness of the function and operation of Eligibility Criteria under the Care Act 2014 within Adult Social Care. • Sound understanding of Self Directed Support and Strength Based Practice. • 	willingness to undertake training.
Technical Skills.	Essential	Desirable
	<ul style="list-style-type: none"> • Capacity to problem-solve, good interpersonal and communication skills, including face to face communication and written work. • Effective IT skills to make optimum use of available communication media to disseminate information and maintain computer based records in line with e. government requirements. • Reasonable numeracy skills and financial awareness. 	
Knowledge	Essential	Desirable
	<ul style="list-style-type: none"> • Intermediate IT skills, for Word and Outlook, and to work on any other IT systems as required, e.g. Mosaic. • Ability to deal with sensitive issues, manage conflicting views and expectations and cope with unpredictable issues and behaviour. • Ability to demonstrate a person centred commitment to valuing diversity and respect for others language, religion and culture. 	<ul style="list-style-type: none"> • To be able to assess and issue specialist equipment as appropriate.
Experience	Essential	Desirable
	<ul style="list-style-type: none"> • Good analytical and communication skills for report writing and interacting in complex customer situations. • Able to demonstrate ability to work independently without the need for constant supervision; actively seeking support appropriately for complex and urgent issues in a timely manner. • Awareness of sensory loss on social/emotional/ intellectual development and mental health. • To work autonomously and be self-motivated, working as part of a team as required. 	<ul style="list-style-type: none"> • Any previous experience of working with sensory loss is desirable but not essential as training will be provided as necessary.
Personal Qualities	<ul style="list-style-type: none"> • Able to engage with people with communication difficulties using a variety of media and formats in an effective and efficient manner. • The ability to work under pressure to meet deadlines, managing a varied workload. 	

	<ul style="list-style-type: none"> • An awareness of the emotional and physical impact of illness/disability and sensory loss on individuals and their families • The ability to handle highly sensitive information with a good understanding of confidentiality. • Ability to undertake lone working in a range of settings, including people's own homes. 	
Special Factors	<ul style="list-style-type: none"> • Able to work with degrees of risk, change and conflict and to identify personal stress levels and to seek advice/support when necessary. • Needs to travel independently according to the nature of work required. 	<ul style="list-style-type: none"> • The ability to facilitate communication to engage customers and carers in the support/prevention planning process. • Some availability to undertake work outside of normal office hours.