

NHS Hearing Aid Support Service Co-Ordinator – Job Share Job Description & Person Specification

Hearing Help Essex is a charity based in Chelmsford, Essex. Established for almost thirty years, the Charity supports those living with hearing loss across Essex by delivering a range of support services and projects.

Job Title: NHS Hearing Aid Support Service Co-Ordinator Job Share

Reporting to: Sophie Ede, CEO

Location: Hearing Help Essex is based in mid-Essex, currently in Moulsham Street in Chelmsford, but the charity are likely to move during the Summer of 2020. This role will primarily be office based, with regular visits to our sessions across the County.

Hours: Part Time. 18 hours per week covered across three days; two days 9:30am-4:30pm and one half day. (there can be some flexibility on contracted hours). Actual days of work to be determined when appointment is made. This post is a Job share with an existing member of staff.

Contract: Permanent

Salary: £20,605 (FTE)

Hearing Help Essex is seeking someone who is sympathetic to the needs of people who have a hearing loss to develop and deliver the Charity's NHS Hearing Aid Support Service (HASS).

The charity has a small team of volunteers and staff who support thousands of people, and our work has a significant impact on the lives of people living with hearing loss. We have ambitious plans to extend our NHS Hearing Aid Support Service into more areas of Essex and are now looking to employ an additional member of staff to support in the delivery of this planned growth.

Excellent verbal communication is essential. This is a permanent contract, with a 6-month probation period.

Responsibilities

- Be the main point of contact for all HHE Volunteers.
- Co-ordinate HASS, ensuring all sessions are appropriately manned and have the resources required.
- Organise Home Visits as requested.
- Recruitment, Induction and delivery of training to new volunteers, and support for Retention, Recognition & Exit for Volunteers.
- Support a programme of ongoing training for all volunteers within this service.
- Organise DBS checks for all staff and volunteers.
- Support Volunteers with help and advice, updating them with necessary information, ensuring regular visits to each session.
- Review Volunteer kit boxes annually and ensure volunteer resources are kept in stock and at an appropriate level.
- Establish and maintain contact at each venue, identifying appropriate point of contact at each.
- Carry out annual Health and Safety/Risk Assessments at each session.
- Be aware of assistive equipment available, and offer practical help and support to the hearing aid wearer both in the Resource Centre, and whilst out at sessions.
- Establish and maintain good working relationships with other local public, private, and voluntary sector organisations.
- Ensure online diary and website is up to date.
- Co-ordinate and track registration forms that come in to the Resource Centre.
- Update registration forms and documents as required.

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- Work with staff, volunteers, and trustees to support the growth of our NHS Hearing Aid Support Service in order to reach greater numbers of isolated people with hearing loss in Essex.
- Ensure the service is meeting targets and delivering the outcomes required.
- Feedback monitoring information to central administration as required.
- Promote the work of Hearing Help Essex including the use of social media.
- Occasionally deputise for the CEO at meetings, networking events and other related events.
- Any other duties as may reasonably be required by the Charity Manager and Board of Trustees.

Training and Support

- A thorough induction will be provided, including information on Hearing Help Essex, types of hearing loss, and the subsequent needs of our beneficiaries.
- Hearing Help Essex will aim to provide opportunities for personal development in your role.

Key Relationships

- Volunteers
- Staff
- Audiology Departments across the County
- Volunteer recruitment partners e.g. local CVS organisations.
- Other partner organisations

What You Will Get from This Role

- Make a positive difference towards ensuring services are there to support the residents of Essex with hearing loss.
- Join a lively, motivated and dedicated team.
- Develop skills and experience within the charitable sector.

Equality and Diversity

Hearing Help Essex is committed to working towards eliminating all forms of discrimination both through its own work and its employment policies and practices. Hearing Help Essex does not discriminate against people in the work place on grounds of disability, race, ethnic origin, culture, socio-economic background, gender, sexuality, religion, creed, marital status and age.

Safeguarding

Hearing Help Essex is committed to safeguarding and promoting the welfare of its beneficiaries and expects all staff and volunteers to share this commitment and comply with our Policies and Procedures. The ability to work independently is essential and the post is subject to an enhanced DBS check, and two references, all have to be satisfactory to Hearing Help Essex.

Application Process: Apply by sending a CV and a cover letter to Sophie Ede, CEO at sophie.ede@hearinghelpessex.org.uk. CVs must be no more than 2 sides long and your covering letter must clearly evidence how you meet each requirement in the person specification. Only those shortlisted will be contacted. For further information or for an informal chat, please contact us on 01245 496347 (voice) / 07950 406173 (text) or email as above.

Closing date: Midday Thursday 27th January

Interview: 6th & 7th February

	Essential criteria	Desirable Criteria
Qualifications	<p>GCSE or equivalent in English & Maths at grade C or above.</p> <p>Highly competent in all Microsoft Office applications e.g. Word, Excel, Outlook, Internet etc.</p>	Volunteer Management
Experience	<p>Coordinating recruitment, selection and induction, ideally in a charitable setting.</p> <p>Conducting interviews and assessing people’s potential.</p> <p>Ability to deliver training.</p> <p>Previous experience of working in a client facing environment.</p> <p>Experience of sound time management and organising your own workload.</p> <p>Ability in dealing with issues when they arise and the aptitude to pass issues onto senior colleagues as appropriate</p> <p>To be committed to the principles of equal opportunities and diversity</p>	<p>Experience of working with people with hearing loss.</p> <p>Experience of using social media</p>
Knowledge	<p>Knowledge of issues affecting hard of hearing people and impact on daily life.</p>	<p>Knowledge of safeguarding.</p> <p>Knowledge of disability discrimination</p>
Skills and attributes	<p>Good, verbal communication skills.</p> <p>Good listening skills.</p> <p>Confident in speaking both to individuals and groups.</p> <p>Ability to listen to and answer questions.</p> <p>Used to working on own initiative and prepared to explore new ways of working.</p>	

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	<p>Proven administrative and organisational skills, including ability to undertake admin tasks including data input.</p> <p>Ability to work as part of a team.</p> <p>Willingness to undertake appropriate training including Deaf Awareness.</p>	
<p>General</p>	<p>Full driving licence and own car insured for business purposes.</p> <p>Valid evidence of eligibility to work in the UK.</p> <p>Willingness to occasionally work outside normal hours.</p>	
<p>Factors not already covered</p>	<p>Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the provisions of Disability Discrimination Act 1995.</p>	