

Support Worker

Reports to: Volunteer Engagement Co-Ordinator Kings Lynn

Salary/Grade:

Responsible for: Providing business support to a visually impaired employee

Last JD review: September 2020

Key objectives:

- To provide support to the employee on a flexible basis and adapt to different situations to enable the employee to fully access their role.
- Being led by the employee at all times and responding when they advise they require support.
- To empower the employee to fulfil their role to their full potential and make their own mistakes to learn from.
- To provide organisational and administrative support as instructed by the employee, whilst continually being available to support the employee when required.

Principal Tasks and Responsibilities:

- To drive the employee and their guide dog to and from locations throughout Norfolk for various meetings (approx 100 miles per month).
- Respecting the guide dog's role as a working dog.
- Assisting the employee to access various locations whilst out of the office which includes being a sighted guide. (It is important that they have a full understanding of who is in the room and any changes/hazards that may not be apparent to the employee).
- Assisting the employee to access areas of the office and locate staff, and meetings as required.
- Reading written and printed information to the employee as directed, so that they can access the information they require to do their job.
- Ensuring that boundaries are respected between the job role and your supporting role and not doing work on their behalf or involving yourself unless the employee requests you to do so, other than in a supporting capacity.

- Accessing specialist computer software that is inaccessible to the employee and supporting the employee with this.
- Transcribing dictated information from the employee into forms and other documents as required, showing attention to detail, accuracy and care.
- Assisting the employee to locate and return documents and files as required.
- Assisting the employee with other office procedures in an accurate and timely manner such as sending letters, photocopying and faxing.
- Taking accurate notes during meetings and transcribing them when back in the office so the employee can provide the best possible service to volunteers and the NNAB.
- Operating with consideration to the social model of disability and independent living philosophy at all times.
- Following office procedures with care and accuracy.
- To act in a professional manner at all times.
- Providing other appropriate support to meet the employee's job access requirements.
- Providing your own vehicle and ensuring it is roadworthy, insured for business use and meets all legal requirements.

General Tasks

- Working within NNAB's policies and procedures at all times.
- Working closely with colleagues to ensure the services provided by NNAB are of the highest possible standards.
- Taking part in supervision, team and other meetings as required.
- Providing cover for colleagues and undertaking other appropriate duties as required.

Person Specification

Essential

A detailed understanding of the barriers faced by disabled people, the Equality Act 2010 and Social Model of Disability

Commitment to equality of opportunity and empowerment of disabled people

Car owner

Confident and accurate literacy and numeracy skills

Personable with the ability to work on a one-to-one basis

Being comfortable around dogs is essential

Ability to adapt to situations

Knowing when to step forward and when to step back

Ability to communicate well both over the phone and face-to-face with a wide range of people and maintain a friendly and helpful manner

A good listener with a compassionate, kind and considerate approach

Not overbearing

Able to accept constructive feedback in a positive way

Desirable

Evidence of promoting a positive and open atmosphere and collective responsibility for team duties

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 penny.parker@nnab.org.uk.

Please clearly address the points in the person specification with examples in your application.

Deadline for applications: Ongoing until ideal candidate is recruited

Interviews: TBC

Details regarding the post

Duration

The post advertised are permanent appointments

Salary

The current salary offered is £10,202 per annum for 22.5 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 22.5 hours, currently Wednesday to Friday and covers 52 weeks per year.

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

Location

The post will be located at the King's Lynn Offices, PE30 2JG

Benefits

Stakeholder Pension Scheme with Royal London, Contributions 4% 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