



JOB DESCRIPTION

Somerset MAS Information & Advice Officer & Driver

Job Title: Somerset MAS Information & Advice Officer & Driver

Location: Somerset (the area)

Reports to: Alex Machin (BaNES Centre Manager)

JOB SUMMARY

deafPLUS provides a number of services across the area. Primarily the Mobile Advisory Service (MAS), lipreading classes and an Outreach Service.

The MAS is, as the name implies, a vehicle that goes out into the community to raise awareness, give information about adapted equipment and other information on deaf issues. Work will involve face-to-face contact with the general public, demonstration of equipment, handling enquiries and signposting on to other relevant organisations.

MAIN PURPOSE OF THE POST

To manage the day to day operation of the MAS vehicle to agreed venues, providing up to date information and advice on all matters relating to deafness, organising the venues.

TERMS AND CONDITIONS:

- 22.5 hours per week
- Salary - £18,316.48 - £20,240.48 (pro rata) depending on experience

MAIN DUTIES

1. To oversee Somerset MAS service.
2. To coordinate all MAS maintenance, fuel administration, MOT, insurance, AA renewals and repairs.
3. To offer support and guidance on living with a hearing loss.
4. Provides an accessible integrated information and Advice service that encompasses adaptive equipment and signposting to Sensory Service Officers (SSO's), audiologists other health services.

5. To organise and coordinate MAS van visits, seek permissions and permits where necessary. To ensure the Somerset Outreach service is scheduled into the MAS schedule to include visits to Deaf Clubs across Somerset. 4 venues a week.
6. To advise and demonstrate specialist equipment and basic hearing aid maintenance to visits at the different MAS venues.
7. To ensure that all funding criteria are being met and all targets are being achieved.
8. To recruit and manage volunteers to provide assistance with the following: community talks, networking, outreach, liaison with other voluntary groups and assistance in running the various activities.
9. To sell equipment on the MAS to those who are not entitled to it via social services.
10. To refer to social services where appropriate.
11. To ensure information on display is relevant, up-to-date and accessible to all service users, and does not contravene the policies and corporate aims & objectives of deafPLUS and the Funders.
12. To prepare and present quarterly reports on work undertaken in a timely manner at the end of each quarter.
13. To develop contacts, build a network and attend meetings with other agencies and organisations based within the Area, with regard to statutory and voluntary service providers, especially disability service providers, to raise awareness of services provided by deafPLUS/visionPLUS.
14. To accept new referrals to the Service, perform initial assessments and to work with service users in developing strategies to cope with hearing loss.
15. To record regularly on the database and in paper files information and statistics reflecting work done, outcomes and outputs.
16. Where necessary, to carry out client outreach work within the Areas and when required, to assist in the development of enablement, empowerment and self-advocacy skills of service users.
17. To ensure that all service delivery protocols are being adhered to.
18. To report any safeguarding concerns to their line manager.

C. ADMINISTRATION AND PROMOTION

01. To collect statistical and narrative information of people using the MAS for purposes of monitoring, quality assurance and best practice.
02. To maintain and keep up to date the information on the MAS van including literature, reference files and catalogue stocks.
03. To act as an ambassador for deafPLUS promoting a positive and professional image and attitude at all times.

D. MISCELLANEOUS

01. To attend meetings as necessary, when required.
02. To undertake training and development relevant to the job as identified within supervisions, annual appraisals and personal training plans.

03. To ensure that all conditions of the following quality indicators are met: Matrix Standard, AQS Quality Mark, Positive about Disabled People, Health and Safety Regulations.
04. To comply with all deafPLUS policies, including Health and Safety, Equal Opportunities and Total Communication policies.
05. To comply with the no smoking policy in place within the building and on the MAS van.
06. To occasionally work unsociable hours and undertake travel as necessary and when agreed.
07. To act as an ambassador for deafPLUS promoting a positive and professional image and attitude at all times.

Confidentially:

To respect the confidentiality of information relating to the work of the Somerset and MAS team, the work of deafPLUS and its clients and users.

Note: The final interpretation of this job description rests with the CEO in consultation with the Head of Quality & Performance and the jobholder. It will be reviewed in the course of supervision meeting and any amendments will be negotiated with the jobholder. The jobholder is also expected to share in other work with deafPLUS as time permits and by agreement with the CEO.

Signed (job holder):

Date:

Signed (line manager):

Date: