

**Essential**

1. Ability to communicate with deaf people. BSL level 3 minimum, or native.
2. Excellent understanding of deafness and local issues
3. Good communication, presentational and motivational skills, in person and written form.
4. Experience of providing Information & Advice to deaf individuals and those losing their hearing.
5. Strong Experience in equipment for d/Deaf individuals including the sale of equipment
6. Proven experience of collecting statistics and writing reports
7. Excellent understanding of deafness and local issues
8. Experience of working with clients from a variety of backgrounds
9. Full clean driving licence – with experience of driving a van or mini bus.
10. Strong IT skills including Microsoft Office applications (especially excel) and using a database (Charitylog).

Experience of working independently.

**Desirable**

2. Understanding of welfare benefits, debt, housing and consumer care
3. An understanding of and commitment to Equal Opportunities, Health and Safety and Total Communications Policies.

**NOTE: For deafPLUS, “deaf people” includes people with all levels of hearing loss, including those who are profoundly deaf, partially deaf, deaf-blind, hard of hearing and deafened.**