

JOB DESCRIPTION - Hampshire MAS Information and Advice Officer & Driver

Job Title: Hampshire MAS Information and Advice Officer & Driver

Location: Hampshire County

Reports to: Helen Oxlade (Aldershot Centre Manager)

JOB SUMMARY

deafPLUS provides a number of services across Hampshire, including the Mobile Advisory Service (MAS) which is run by staff who go 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 at agreed venues, providing up to date information and advice on all matters relating to deafness.

TERMS AND CONDITIONS:

15 hours a week (over two days)

Salary - £18,316.48 - £20,240.48 (pro rata) depending on experience

MAIN DUTIES

1. To oversee the Hampshire Mobile Advisory Service (MAS).
2. To coordinate all MAS maintenance, fuel administration, MOT, insurance, AA renewals and repairs.
3. To offer support and guidance to members of the public who are living with a hearing loss.
4. Provide an accessible integrated information and advice service which encompasses adaptive equipment and signposting to Sensory Service Officers (SSOs), audiologists and other health services.
5. To organise and coordinate MAS van visits (approximately four venues per week) and seek permissions/permits where necessary.

6. To advise and demonstrate specialist equipment and basic hearing aid maintenance to clients at the different MAS venues.
7. To ensure that all targets and funding criteria are being met.
8. To recruit and manage volunteers to provide assistance with the following areas: community talks, networking, liaison with other voluntary groups and assistance in running various activities (e.g. lipreading classes).
9. To show clients who are self funding (not entitled to funding via social services) how to purchase equipment via the deafPLUS online shop or catalogues.
10. To refer clients to social services, where appropriate.
11. To ensure information on display is relevant, up-to-date and accessible to all clients, and does not contravene the policies and corporate aims & objectives of deafPLUS and their 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 Hampshire, to raise awareness of services provided by deafPLUS. With regard to statutory and voluntary service providers, especially disability service providers.
14. To accept new referrals to the MAS, perform initial assessments and work with clients to develop strategies to help them cope with hearing loss.
15. To make regular updates to the database and paper files regarding information and statistics reflecting the work done, outcomes and outputs.
16. To ensure that all service delivery protocols are being adhered to.
17. To report any safeguarding concerns to their line manager.

ADMINISTRATION AND PROMOTION

1. For the purpose of monitoring, quality assurance and best practice, collect qualitative and quantitative data from clients who are using the MAS.
2. To maintain and regularly update the information kept on the MAS van including literature, reference files and catalogues stocks.
3. To act as an ambassador for deafPLUS by promoting a positive attitude and professional appearance at all times.

OTHER RESPONSIBILITIES

1. To attend relevant meetings, when required.
2. To undertake training and development relevant to the job as identified within supervisions, annual appraisals and personal training plans.
3. To ensure that all conditions of the following quality indicators are met: Matrix Standards, AQS Quality Mark, Positive about Disabled People, and Health and Safety Regulations.
4. To comply with all deafPLUS policies, including Health and Safety, Equal Opportunities and Total Communication policies.
5. To comply with the deafPLUS'no smoking policy within any buildings and on the MAS van.
6. To occasionally work unsociable hours and undertake necessary travel as agreed with jobholder's line manager.

Confidentiality: To respect the confidentiality of any information relating to the work of the Hampshire MAS team, the work of deafPLUS and its clients; in compliance with the General Data Protection Regulations.

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 meetings 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.