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# Job Description and Person Specification

# Community Support Coordinator

Location: Swansea, Neath & Port Talbot

Salary: £22,000 - £24,000 per annum.

Hours: 36 hours per week

Reports to: Locality Manager

**Overview:**

The role will assist with both the direct operational delivery of Sight Life’s activities in the region, as well as supporting the management of efficient and effective operational systems and to provide some customer and partnership provider service support. This includes liaison with partner organisations and statutory service providers.

The post holder will need to demonstrate strong interpersonal skills and possess an ability to programme their workload and engagements effectively to be successful in the role.

**Job Purpose**

To work both independently and with volunteers (on an individual and group basis) to locally support blind and partially sighted people to maintain or improve their physical and emotional wellbeing and to enjoy independent and fulfilled lives. To ensure that the administration in the region allows operational delivery to function effectively.

**Direct Operational Delivery:**

1. To support blind and partially sighted people in accessing information, advice and services to enable them to live independent and fulfilled lives appropriate to their needs and choices.

2. Develop, provide and co-ordinate peer and volunteer support to blind & partially sighted people (on an individual and group basis) enabling them to live independent and fulfilled lives.

3. Provide support to the Locality Manager in the development of locally based services.

4. To develop, administer and ensure the smooth running of group activities in the local area by direct supervision or via the use of suitably trained volunteers.

5. Working with volunteers, individuals and groups of blind and partially sighted people to teach them how to use ICT and associated hardware and the range of software specifically designed for people with sight loss.

**Administration Support:**

1. Provide administrative support to ensure efficient and effective service in the region.
2. To carry out administration support when required, including managing telephone, email and customer and partnership enquiries.
3. To liaise with other departments and establishments within Sight Life as necessary.
4. Manage and maintain document protocols to ensure proper filing, archiving and destruction of records in line with data protection and audit requirements.
5. Work with the Operations Manager, Locality Development Manager and Finance Manager to ensure the efficient and effective management of Sight Life’s financial processes.

**Equal Opportunities Statement**

Sight Life is committed to being an equal opportunities organisation.

It is committed to promoting equal opportunities and preventing discrimination. This policy applies to both its service delivery and to its own employment practices. You will be willing and able to demonstrate commitment to our Equal Opportunities Policy.

## Person Specification

**1. Knowledge**

1. Knowledge of issues and difficulties experienced by people with disabilities.
2. Knowledge of working/liaising with statutory and voluntary agencies.
3. Geographical understanding of established community networks and voluntary groups.
4. An understanding of the technology and assistive technology that can improve the wellbeing of people with sight loss and their access to digital services. Knowledge of specialist hardware and software and equipment available for people with sight loss
5. Experience of supervising volunteers across numerous roles and activities.
6. Ability to administer the functions of a local charity. (Database and records management, booking activities and personnel, preparing data for reporting, responding to requests for information, responding to calls and emails).

**Desirable**

1. An understanding of visual impairment and its impact upon those living with sight loss.
2. An understanding of the Equalities Act.
3. The ability to communicate in the medium of Welsh is desirable.
4. Using Initiative, ability to prioritise own work to meet appropriate deadlines.
5. Able to use Microsoft Office Programmes to a high standard.

**2. Skills**

1. Ability to communicate effectively, both verbally and in writing, adapting style to suit the audience, to network with external agencies and promote services.
2. Ability to take direction and manage time effectively.
3. Ability to take responsibility for own actions, make decisions without referring to others and use initiative.
4. Ability to quickly learn and use new information, such as when demonstrating technical products and explaining services.
5. Ability to provide line manager with clear, concise written updates and oral presentations as and when required.
6. Ability to deal appropriately with sensitive issues and confidential information.
7. Ability to develop effective and supportive relationships with colleagues.

**3. Special Conditions**

1. Appointment is subject to a DBS check.
2. A full clean driving licence and access to a vehicle is essential for this role.
3. Willingness to travel across South Wales as needed and for some out of hours work as necessary.

**Confidentiality**

In view of the nature of the service and its users, the post holder is expected to maintain the highest level of confidentiality in all matters.