

Community Engagement Officer

Department: Customer and Local Services

Section: Local Services

Reports to: Disability & Inclusion Project Manager

JE Ref: CLS1015

Grade: CS08 **JE Date:** 04/04/2023

Job purpose

To support and assist dDeaf¹ islanders, in the provision of a comprehensive support service to clients who have high needs and require a level of mediated support, for example British Sign Language (BSL) users.

Job specific outcomes

- The role will require the individual to support dDeaf islanders in informal and formal settings.
- The role requires active engagement with several communities in Jersey and a willingness to work anti-social hours and adapt all communications for any client.
- Responsible for providing advice and support to dDeaf individuals, and associated friends, family, groups in respect of re employment, health, rights, entitlements, supportive equipment & technology, and daily living.
- Participate in workshops, forums, and other relevant events to positively affect services for dDeaf islanders and contribute to activities that promote dDeaf awareness.
- Provide specific support for the dDeaf partnership board quarterly meetings.
- Support the Disability and Inclusion Team to ensure all D&I events are fully accessible for participants with sensory challenges.
- Promoting Independence and minimising isolation. Provide support through life changes and challenges that may arise.
- Responsible for educating key personnel who provide critical services to dDeaf islanders.
- Develop relationship and build understanding of relevant Government of Jersey Services, including OT, physiotherapy, audiology, Mental Health, etc.
- The role requires the post holder to raise awareness of dDeaf opportunities and challenges to increase islanders general understanding of dDeaf realities.
- The role will contribute to the monitoring and review of all support and service for dDeaf islanders, including BSL users.

¹ The term brings together everyone who has a hearing loss. **d** describes hard of hearing, deafened and deaf people and **D** describes profoundly Deaf people who are proud to be Deaf, and whose first language is often British Sign Language.

Statutory responsibilities

This role is politically restricted. The jobholder is not permitted to undertake political activity involving standing for election to the States or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

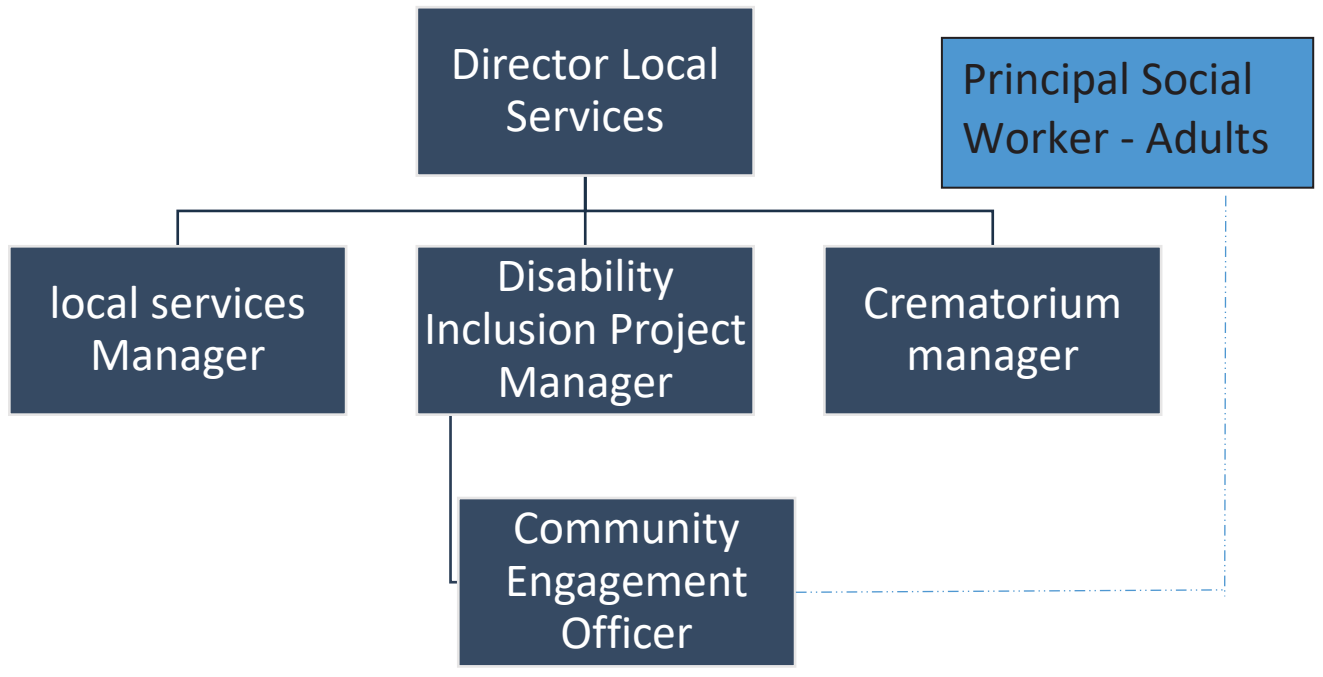
Organisational structure

Government Departments



Organisation chart

The position will be part of the Disability and Inclusion team with support provided by the Adult Social work Team, with matrix management and therefore dual reporting responsibilities to the Disability & Inclusion project Manager & the Principle Social Worker - Adults



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	<p>IAG (Information, Advice & Guidance) qualification with a minimum of NVQ Level 3 Signature recognised British Sign Language qualification.</p> <p>Signature (accredited) Level 1 Award in Deaf Awareness and Communication</p>	<p>Ability to communicate in various languages used by dDeaf islanders</p>
Knowledge	<p>Understanding of best practice in supporting the needs of people living with hearing loss</p> <p>A good understanding of technology used to support people living with hearing loss.</p>	<p>Lived or professional experience of working with dDeaf islanders.</p> <p>Knowledge and ability to work with medical and social model of disability.</p> <p>Understanding of local services as well as those available in other countries</p>
Technical / Work-based Skills	<p>Strong coaching and mentoring skills</p> <p>Excellent all-round communicator</p> <p>Requires a vehicle licence.</p> <p>Computer literate</p> <p>Administrations skills</p>	<p>Ability to operate Microsoft Office package?</p> <p>Ideally have had MIDAS training but if not prepared to undertake training in first three months</p>
General Skills/Attributes	<p>Flexible and adaptable in approach to ensure ability to meet the needs of dDeaf islanders.</p> <p>Understand the importance of partnership working.</p> <p>Able to work independently and with minimal supervision.</p> <p>Able to make decisions appropriate to their role and level.</p>	

	<p>Able to manage personal & professional boundaries.</p> <p>Empathetic in approach, problem solver</p>	
Experience	<p>Experience of working in health & social care / customer service setting</p>	<p>A good understanding of dDeaf Support organisations that support dDeaf islanders</p>

Personal Attributes

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 5 core accountabilities attributes and behaviour indicators.

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 6 core accountabilities attributes and behaviour indicators.