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| <b>Title</b><br>Unqualified Rehabilitation Officer (Visual Impairment)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <b>Department</b><br>Adult Social Care & Health                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <b>Post Ref.</b> |
| <b>Job Purpose</b><br>The post-holder is responsible for assessing the needs of, and providing a range of services to, visually impaired people with the objective of enabling them to adjust to sight loss and live as mobile and independent a life in the community as possible.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                  |
| <b>Key Responsibilities</b> <ol style="list-style-type: none"> <li>1. To undertake specialist assessments of the rehabilitation needs of visually impaired and/or dual sensory impaired people, whether or not they are registered, and to be aware of their carers needs in this respect. Work with adults from the age of 18 from a wide range of service user groups, including older adults, learning disability, mental health, Asperger's and physical disability.</li> <li>2. To maintain a service user caseload and provide rehabilitation services consistent with assessed needs.</li> <li>3. To have an understanding of safeguarding policy and procedure, to alert to safeguarding concerns.</li> <li>4. To identify and recommend specialist rehabilitation services, equipment, home adaptations and initiate requests for other community care services. The exception to this being mobility aids such as long canes and guide canes, which will be assessed and issued by a qualified rehabilitation officer.</li> <li>5. To issue appropriate aids and equipment, to promote service user independence and health and safety.</li> <li>6. To provide service users with specialist training to include:- <ul style="list-style-type: none"> <li>• Tuition in audio-visual and ICT communication techniques</li> </ul> </li> </ol> | <b>Key Accountabilities</b> <ol style="list-style-type: none"> <li>1. Accountable for own performance.</li> <li>2. Accountable for the quality of the work undertaken.</li> <li>3. Alert managers of issues that could affect performance.</li> <li>4. Assist managers to meet specific service targets within agreed resources.</li> <li>5. Assist team in maintaining appropriate partnership arrangements.</li> <li>6. Maintain effective working relationships and contribute to a working environment which is safe, considerate and supportive to all, in accordance with relevant legislation and policy.</li> <li>7. Take reasonable care of your health, safety and welfare and that of other persons who may be affected by the performance of your duties.</li> </ol> |                  |

- Independent Living Skills, including preparing a main cooked meal, managing utilities and finance, maintaining the home environment and managing personal care

and to complete this training in accordance with the assessment of risk before, during and after the activity.

7. To assist service users in the ordering and private purchase of specialist equipment and to review the effectiveness of any equipment in use.
8. To be part of a duty rota for the team, providing information and advice in response to enquiries from the general public and other agencies. Provide support and cover arrangements for the Eye Clinic Liaison Officer at the Link.
9. To ensure that service users who are certified as eligible for registration are made aware of the choice whether or not to accept registration and offered a specialist assessment of the rehabilitation needs of visually impaired people.
10. To ensure service users are aware of their benefits and entitlements and to facilitate onward referrals where appropriate, promoting independence and self-referral wherever possible.
11. Organise and manage your workload independently, under the supervision and guidance of the Qualified Rehabilitation Officers, Advanced Social Work Practitioner and/or Team Manager.
12. To act as an effective team member, attend meetings and to prepare and present reports as necessary and when requested.
13. Research and keep up to date with new equipment and technology.
14. Assist in the maintaining of equipment and stock taking.

8. Working in accordance with policies and procedures around information management and data protection.

**The post holder will perform any duty or task that is appropriate for the role described**

Tier 7a – Entry Level/ Frontline

| <b>Person Specification</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
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| <p><b>Education and Knowledge</b></p> <ol style="list-style-type: none"> <li>1. Relevant Health/Social Care qualification to NVQ level 3, an equivalent qualification or evidence of required skills and experience.</li> <li>2. Knowledge of community care services within a health or social care setting. Knowledge of the legislation and policies in relation to adult community care services.</li> <li>3. Knowledge of current Adult Social Care and Health policy drivers.</li> </ol>                                                                                                                                                                                                                 | <p><b>Personal skills and general competencies</b></p> <ol style="list-style-type: none"> <li>1. A full driving licence and access to a car is essential, disabled employees who are unable to drive because of their disability will be able to use taxis to carry out their duties.</li> <li>2. A high level of personal drive and commitment to excellent customer care and the ability to set an example for other staff</li> <li>3. Strong interpersonal skills to gain the agreement and acceptance of others including colleagues, senior managers and customers.</li> <li>4. Ability to make decisions and solve problems to meet operational targets, involving devising solutions and prioritising the resources available</li> </ol> |
| <p><b>Experience</b></p> <ol style="list-style-type: none"> <li>1. Experience of working with people with a sensory Impairment or disability</li> <li>2. Experience of operating as part of a team</li> <li>3. Experience of independently managing a workload and prioritising demands and tasks to meet objectives efficiently.</li> <li>4. Experience of keeping detailed records and constructing reports or formal letter/submissions.</li> <li>5. Experience of working with the public.</li> <li>6. Demonstrable experience of using information technology in a range of applications.</li> <li>7. Experience of negotiating with representative of partner agencies to achieve objectives.</li> </ol> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <p><b>Role Dimensions</b></p> <ol style="list-style-type: none"> <li>1. Flexible participation in other team duties as designated by the line supervisor or manager e.g. duty.</li> <li>2. To identify and recommend specialist rehabilitation services, equipment, home adaptations and initiate requests for other community care services.</li> <li>3. Assist other members of the team in carrying out their work, including appropriate rehabilitation tasks, according to their grade and under supervision.</li> </ol>                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

4. Liaise with Health and social care colleagues including private and voluntary organisations to ensure quality outcomes for service users.
5. Understand, maintain and apply current departmental policies to case work and work requirements.
6. Take up opportunities of training specific to role and contribute effectively towards development of new systems, process and ways of working.
7. Undertake and implement health and safety risk assessments in relation to the provision of rehabilitation services and in relation to adults at risk.
8. Participate in duty systems in accordance with local practices, including responding to urgent situations and offering specialist advice and guidance to the Customer Service Centre and service advisers and colleagues within the multi-disciplinary team.

*Please attach a structure chart*

Date 29/10/2018