**Job Description**

**Job Title:** Deaf (BSL) Project Officer

**Reports to:** Project Manager

**Salary and benefits:** £26 511 FTE (Pro rata)

**Hours:** 22.5hrshours per week

**Location:** Remote working at home and in the community with regular attendance to main office in Exeter.

**Contract:** Fixed term to 31/12/26

**Period of notice:** 1 month

**Background/context**

Living Options Devon (LOD) is a charity and a company limited by guarantee founded over 30 years ago.Our vision is of a fully informed, accessible and inclusive society in which every individual has the choice and opportunity to achieve their full potential and take part as an equal and valued citizen.

We exist to ensure people with physical and/or sensory disabilities and Deaf people, using sign language, can make an active and equal contribution in society. Specifically, we:

* Encourage people to feel more informed, valued and confident to take part in society through relevant training and support.
* Enable people to identify priorities and develop user-led services.
* Engage people in effective communication with local/national service commissioners and providers; and
* Empower people to raise awareness of what society needs to do to provide equality of opportunity both locally and nationally.

We believe in a fully accessible society where all people can enjoy freedom of choice and equality of opportunity. We operate in a culture of open communication, empowerment and development, where individual differences and abilities are respected, and people are encouraged to achieve their full potential.

Living Options Devon is a user-led organisation and we welcome and encourage applications from disabled and Deaf people.

**Purpose of the role**

Project officers will:

* Work primarily in an agreed Wellbeing project.
* Work as directed by the Project Manager of that project.
* Support the staff team in their project.
* Work flexibly across Wellbeing projects as agreed.
* Support other LOD operations as agreed.
* To work with our volunteer coordinator to support peer mentor volunteers.
* To attend events and other meetings to promote LOD services.
* To attend appropriate training courses as identified.
* To attend staff meetings and team meetings as required.
* To attend and participate in regular work appraisals and any other support systems as appropriate.
* Ensure relevant safeguarding policies and practices are adhered to.

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| **ASSIGNED PROJECT** | **Wellbeing service / BSL**  |
| **Overview of Project**Living Options provides information, advice, guidance and wellbeing support to people with disabilities and long-term health conditions.  |
| **Purpose of the role:*** To work within the Living Options Devon Wellbeing team as a BSL user supporting the Deaf community as a part of the wider wellbeing team.
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| **Key Tasks*** To provide direct client support offering a person-centred holistic service for our Deaf (BSL)service users. Work will be undertaken via: telephone, videocalls or face to face as services dictate.
* Attending events and community groups to engage with Deaf (BSL) community and raise awareness and provide support.
* To run a regular drop-in service for face to face support and regular wellbeing walks for Deaf service users.
* To act as a case worker – providing ongoing low level practical support to Deaf people who contact the service needing support with managing their household admin such as correspondence, bills, banking, housing issues, support with requesting interpreters, bus passes etc.
* To attend appointments, interviews etc. to support Deaf people when needed.
* To respond to enquiries from other organisations regarding provision of inclusive services for Deaf people.
* To run regular skills sessions for example budgeting, writing CVs, interview skills.
* To provide employment related support to people, for example job applications.
* To keep up to date with information required to provide advice to people referred to us through website, telephone etc.
* To log all client/patient contacts onto the LOD Customer Relationship Management (CRM) system.
* To maintain good working relationships with partners and other stakeholders, collecting feedback as required by the Project Lead.
* To provide LODs Research Lead data and monitoring as required.
* To support the Project Lead regarding using the website to provide information and marketing the service, social media, publicity mailings etc as requested.
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NB The above list is indicative and not exhaustive. The post-holder is expected to carry out all such additional duties as are reasonably commensurate with the role as directed by Deputy CEO of Wellbeing and or Project Lead.

**Person Specification**

**Project Officer – Deaf Wellbeing Service**

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|  | **Essential** | **Desirable** |
| **Knowledge** |
| Have a minimum of level 3 in BSL |  |  |
| Understanding and / or lived experience of the challenges faced by Deaf BSL users  |  |  |
| Understanding and / or lived experience of the challenges faced by those with disabilities and/ or long term health conditions.  |  |  |
| Good level of literacy and numeracy |  |  |
| **Experience** |
| Experience of working with Deaf BSL Users |  |  |
| Experience of providing mentoring and skills development support |  |  |
| Experience of delivering training |  |  |
| **Skills** |
| Computer literate with excellent knowledge of Office 365, Word, Excel, Outlook, Teams, Zoom and use of internet |  |  |
| Excellent communication skills and ability to easily build rapport |  |  |
| Tactful and diplomatic supportive approach |  |  |
| Excellent organisational and attention to detail |  |  |
| Able to demonstrate the ability to consider the needs of service users and carers |  |  |
| Able to get on with others and be a team-player as well as the ability to take direction |  |  |
| Ability to work without supervision when necessary and demonstrate reliability, responsibility and accountability |  |  |
| Mentoring and training skills |  |  |
| Understanding of safeguarding and health and safety |  |  |
| **Other** |
| Demonstrable evidence that candidate aligns with LODs mission, vision, and values |  |  |
| Personal experience of Deafness |  |  |
| Flexible and co-operative attitude to work routine and variety of tasks |  |  |
| Trustworthy and able to handle and manage confidential information |  |  |
| Resilient, calm and able to use initiative |  |  |
| Positive outlook, energy, focus and enthusiasm |  |  |
| Able to travel to the office and other venues when needs of the service dictate. Either, in own vehicle or public transport. |  |  |
| Flexibility for occasional evening and weekend work. |  |  |