Job Title: **Access to Work** **Support Worker**

Responsible to: **Patient Support Worker. The Head of Business Administration is responsible for line management.**

Salary: **£22,410 (pro-rata)**

Hours: **21 hrs per week over 3 days.**

Location: **Based in the community. Venues include Edinburgh Community Rehabilitation and Support Service, Longstone, the Princess Alexandra Eye Pavilion and other community venues across Edinburgh.**

Contract: **Fixed term until 31 March 2025 (with possible extension for another year)**

## Job description

Visibility Scotland’s Patient Support Service provides critical services to anyone affected by visual impairment. The Access to Work Support Worker will support the Patient Support Worker in delivering patient support services from the community. Patient Support is often described as the bridge from clinic to community. Our service operates in hospital and community settings. At Visibility Scotland, we endorse the ‘can do’ attitude.

The Patient Support service provides emotional support, information, and practical advice, but most importantly, it listens and responds.

The support provided by the Access to Work Support Worker will primarily be administrative in nature. It includes accessing patient information, transcribing hand-written documents, and entering information on Visibility Scotland’s case management system (CiviCRM).

The patient support worker organizes and delivers community peer support self-management groups. Access to Work Support assists with administrating and organising groups.

**It is essential that the Access to Work Support Worker is either a car driver or has access to a car.** This includes candidates with visual impairment with an Access to Work Support Worker who can drive. Driving the Patient Support Worker to various community venues across Edinburgh and the Lothians is a key element of the role. The community groups require the transportation of aids and adaptation.

The role will also require the post-holder to provide sighted guiding to visually impaired people. Visibility Scotland will provide sighted guiding training.

The post-holder will have a strong command of the Microsoft suite of applications. Experience with Microsoft Teams and Zoom is desirable. Previous experience of using CRM systems (especially CiviCRM) would be beneficial; however, full training will be provided.

## What kind of person are we looking for?

Given the crucial role of the Access to Work Support Worker, it is essential that they are approachable, engaging, and confident.

Their ability to handle emotionally challenging situations with empathy is what makes them a valuable part of our team.

They will assist the Patient Support Worker when meeting patients, families, and carers who might be distressed or upset. The Access to Work Support Worker needs to be calm, warm, and empathetic.

The ability to quickly build an effective working relationship with the Patient Support Worker and health and social care staff is key to the role.

As such, excellent communication skills, a confident manner, and a willingness to problem-solve are essential to ensuring that the service continues to meet the needs of visually impaired people.

## Specific Duties & Responsibilities

* Drive the Patient Support Worker to various community venues across Edinburgh and the Lothians.
* Administrative support to the Patient Support Worker, including data capture from NHS staff and database data entry.
* Administrative support when the Patient Support Worker delivers our Positive Outlook course or group sessions. Support will be a combination of in-person and online.
* Support the administration of the Certificate of Vision Impairment (CVIs), working with the Registrar to ensure these remain secure.
* Ensure all correspondence from the Patient Support Service meets the inclusive and accessible communication requirements and accessible formats.
* Act as a Sighted Guide to visually impaired people as required.
* Use Microsoft Teams and Zoom to connect to the wider Visibility Scotland team.

Any other task which may be reasonably requested of the postholder.

## Person specification

### Experience & knowledge

#### Essential

Experience in providing administrative support.

#### Desirable

Previous experience in a medical or social care setting.

Experience in supporting people with visual impairment.

Undertaken adult and children protection training.

### Communication skills

#### Essential

A high degree of written and verbal skills.

Ability to communicate well with a wide range of people (e.g., the general public and health professionals).

Ability to work in a team.

### Other skills and abilities

#### Essential

Car driver with a clean licence or access to a vehicle while undertaking the role. This includes any applicant with an Access to Work support worker who could undertake the driving required for the role.

Strong administrative skills.

Competent user of Microsoft Word, Outlook and Teams.

Previous experience of using Zoom.

Previous experience of using a database or CRM.

#### Desirable

Experience in sighted guiding.

### Personal qualities

#### Essential

Enthusiasm and ‘can do’ attitude.

Drive and positivity.

Empathetic.

## Additional information

* Annual leave entitlement: 25 days annual leave and 12 days public holidays (pro rata).
* Pension: Visibility Scotland employees are automatically entered into The Pensions Trust pension scheme which is a contributory scheme after 3 months in post.
* References: This appointment is subject to satisfactory references.
* PVG/Disclosure: This post is subject to a standard disclosure under the Police Act 1997 (Part V).
* Probationary procedures: This post is subject to a 6-month probationary period.
* Equal Opportunities:  Visibility Scotland is committed to Equal Opportunities and values a diverse workforce. We welcome applications from all candidates, whatever their age, race, nationality, religion, gender, marital status, sexual orientation, or disability.

## How to apply

Please complete the attached application form and equality monitoring form. CVs will not be accepted. The closing date is **7 June 2024**.

Interviews are scheduled for the week beginning 17 June.

Please email your application and equal opportunities forms to paul.hanlon@visibilityscotland.org.uk or posted to us at 2 Queen’s Crescent, Glasgow, G4 9BW.

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Visibility Scotland is the trading name of GWSSB (formerly Glasgow and West of Scotland Society for the Blind). GWSSB is a company registered in Scotland, limited by guarantee with its registered office at 2 Queen’s Crescent, Glasgow, being a recognised Scottish Charity. Registered number SC116522. Scottish Charity Number SC009738.