# Job description and person specification

## Summary

**Job Title:** Community Support Worker

**Responsible to:** Head of Operations

**Salary:** Band 15-20 (£24,958 - £31,538)

**Hours:** Full-time 35 hours per week

**Location:** Hybrid role (working within the community in Dumfries and Galloway and our base at Mountainhall Treatment Centre. Home working one day per week is optional).

Providing support in specific areas: Kirkcudbright, Newton Stewart, Dalbeattie, Castle Douglas and Stranraer. Due to the geographical coverage, the post holder must have a clean driver's licence and access to a car (n.b. We will also accept applications from those who have access to a car via their access to work support, as long as the driver has a clean licence).

**Head Office:** Visibility Scotland Head Office, 2 Queen’s Crescent, Glasgow.

**Contract:** Fixed term until 31 March 2025.

## Job description

Visibility Scotland delivers community projects that aim to increase independence for those living with a sensory impairment. By taking our wide range of support services out into the local community, we ensure that everyone with a sensory loss, regardless of their circumstances, can benefit from all support services. The Out and About project is a one-year pilot project funded by Dumfries and Galloway Health and Social Care Partnership.

This post is key to the success of our work in Dumfries and Galloway. The Community Support Worker will be part of Visibility Scotland’s holistic team, which works with people with sensory impairment.

### Specific Duties & Responsibilities

### Information and wellbeing

* Providing support to people living in rural areas who are experiencing a negative impact on their confidence when travelling due to sight loss; this project aims to help people regain independence and get ‘out and about’.
* Provide easy to understand information and advice to people with sensory impairment, their families, and carers. Following the self-management model.
* Supporting people to understand the sight loss service pathway. For example, the registration criteria and benefits registration, amongst others.
* Teaching people to develop skills to maximise their remaining vision and improve daily living. This includes eccentric reading techniques and how to use aids and equipment.
* Support people with demonstrations of assistive technology, helping to meet their needs without a sales pitch. More complex technology cases will be referred to Visibility Scotland’s Digital Advisor, an expert in assistive technology.
* Refer people to local community support groups and support them in attending until able to independently do so.

### Building confidence in the community to get out and about

* The Community Support Worker will provide up to six support visits per person, helping to instil confidence and promote resilience. This could include visits to shops, cafes, pharmacies, or an optician appointment. It includes an introduction to technology and basic aids and equipment, where appropriate.

### What kind of person will the Community Worker be?

Due to the nature of this post, the Community Worker will be multi-skilled and confident in building relationships with people at all levels. A resourceful, flexible approach is necessary, with the ability to listen and build a rapport with service users and professionals alike, while managing a heavy caseload and a variety of demands.

We need someone with a ‘can do’ attitude. Some evening and weekend work may be required at times.

## Person specification

### Professional skills

#### Essential

* Evidence of continued professional development.
* Experience of providing support to vulnerable adults in the community or care setting

#### Desirable

* Qualified to Degree Level/SVQ Level 3/4.
* Community Development qualification.

### Experience & Knowledge

#### Essential

* Experience in developing and delivering community projects.
* Experience in supporting people with specific vulnerabilities, for example – disabled people.

#### Desirable

* Experience in working with people with visual impairment.
* Experience in working with or supporting volunteers.
* 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.
* Good presentation/public speaking skills.
* Ability to network and build links with other organisations.
* Ability to work independently, on own initiative.
* Ability to work in a team.

### Other Abilities and Skills

#### Essential

* Good project management and organisational skills with the ability to meet deadlines and prioritise work and input to project reporting.
* Self-motivated and strong problem-solving skills.
* IT literate and competent in use of Microsoft Office applications, databases and virtual platforms (e.g. Zoom, Teams).
* Experience in networking with professionals and raising awareness of services.
* Full clean driving licence and access to a car

### Personal Qualities

#### Essential

* Enthusiasm and a sense of humour
* Drive and positivity
* The ability to seize opportunities, be flexible, adaptable and think creatively

## 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.

**Application process**: Please complete the application form and equal opportunities form and send both to [paul.hanlon@visibilityscotland.org.uk](mailto:paul.hanlon@visibilityscotland.org.uk) or post them to Visibility Scotland, 2 Queen’s Crescent, Glasgow, G4 9BW. The closing date is Friday, 21st June at noon.

# End of document

| 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. |
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