Job Title: **Patient Support/ Community Worker**

Responsible to: **Head of Operations**

Salary: **£24,958 - £31,538 annum**

Hours: **Full-time, 35 hours per week (maternity cover)**

Location: **Visibility Scotland headquarters. However, travel to and around NHS Greater Glasgow and Clyde, as well as NHS Lothian, will be required.**

Contract: **Fixed term until 31 March 2026 with the possibility of a further extension.**

# Job description

This is a dual-role post. The post holder will provide Patient and Community Support for people with a vision impairment.

Visibility Scotland’s Patient Support Service supports anyone affected by vision impairment. It provides a bridge from clinic support to community support.

The Patient Support and Community Worker role provides emotional support, information, and practical advice while listening and responding to individuals with vision impairment. **The role will be based in both the clinic and community settings.**

## What kind of person should a Patient Support / Community Worker be?

Due to the nature of this post, the post-holder will be approachable, engaging, compassionate, and confident when dealing with vulnerable people and emerging situations.

The role offers the rewarding opportunity to positively impact the lives of vision-impaired people through warmth, empathy, and non-judgmental listening.

You will enjoy building effective relationships with eye department staff and other professionals. As an excellent communicator, you will be comfortable supporting people facing emotional and practical difficulties due to sight loss.

Resilience, organisation, flexibility and a confident outlook are essential qualities for the role.

## Specific Duties & Responsibilities

### Patient Contact

* To actively listen to and support people attending hospital eye departments face-to-face and over the telephone.
* To provide emotional support, impartial information, guidance, and practical support to people of all ages, their families, and carers.
* Signpost and refer people to services.
* Demonstrate accessible technology, aids and equipment (training provided).

### Administration

* Processing referrals and Certificate of Visual Impairment forms (training provided).
* Updating client records on Visibility Scotland’s CRM (training provided).

### Team and partnership working

* To build effective relationships with hospital staff, social work staff and other appropriate agencies.
* To travel between hospital sites to cover planned and unplanned patient support worker absences as required.
* To deliver awareness-raising talks to various audiences (community-based and professional).

### Miscellaneous

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

## Person specification

### Professional skills

#### Essential

Evidence of continued professional development.

#### Desirable

Qualified to Degree Level/SVQ Level 3 or 4.

Qualification in rehabilitation / Nursing/ OT/ Optometry/ Health and Social care/ Counselling.

### Experience & knowledge

#### Essential

Experience in one to one working.

#### Desirable

Experience and knowledge in health and social work.

Experience and knowledge in the field of eye health.

Experience in supporting people with specific vulnerabilities.

### Communication skills

#### Essential

A high degree of written and verbal skills.

Experience in networking with professionals and awareness-raising.

Confident communicator.

### Other skills and abilities

#### Essential

Ability to work independently on own initiative and as part of a team.

A skilled, empathetic, and non-judgmental approach.

Self-motivated with strong problem-solving skills.

#### Desirable

Experience with Microsoft Office packages (Outlook, Word) or databases.

### Personal qualities

#### Essential

Enthusiasm and a positive attitude.

## Additional information

* Twenty-five days of annual leave and 12 public holidays.
* Pension: Visibility Scotland employees are automatically entered into The Pensions Trust contributory scheme after three 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).
* Probation: This post is subject to a six-month probationary period.
* Equal Opportunities:  Visibility Scotland is committed to Equal Opportunities. We welcome applications from candidates regardless of age, disability, gender reassignment, marital or civil partnership status, race, religion or belief, or sex or sexual orientation.

## How to apply

Please complete the attached application form and equality monitoring form. CVs are **not** accepted. The closing date is **Sunday, 24 November**. Please email your application and equal opportunities form to [paul.hanlon@visibilityscotland.org.uk](mailto:paul.hanlon@visibilityscotland.org.uk)

Alternatively, post them to Visibility Scotland, 2 Queen’s Crescent, Glasgow, G4 9BW.

Interviews are scheduled for the **week beginning 2 December 2024.**

# 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.