

Job Description

Job Title: Elsie Driver / Practitioner

Department: Community Services

Primary Objectives:

Provide a mobile early intervention advice service in Leicester, Leicestershire and Rutland for individuals at risk of sight loss including where appropriate basic functional eye screening

Promote through Information, Advice & Guidance self management techniques that support people to make informed choices and remain well.

Deliver a mobile outreach service to empower and assist individuals who have a sight loss to reach their full potential.

To promote the opportunities of working with volunteers

Main Responsibilities

- Be responsible for the VMSS vehicle: including daily inspection & pre driving checks, driving, set up and delivery of outreach sessions
- Working with the Outreach Coordinator plan & deliver 1:1 information advice and guidance opportunities for and outreach sessions at a range of community venues.
- Carry out basic eye screening functional tests and onward referral for eye health checks
- To demonstrate a range of products on the vehicle, maximise income generation through sales of product and stock promotion.
- Responsible for re ordering of stocks, keeping abreast of changes re products, collate monies and updating accounts and Vista shop regarding these to suit the needs of areas/ venues.
- To be responsible for the collecting and returning of any donated stock for Vista's retail shops.

- Oversee the risk assessment process for all venues used for information and advice activities, ensuring compliance with health and safety guidance.
- Provide referral mechanism for Vista's services or external organisations service for individuals identified as requiring further support, either via telephone or home visits.
- Support recruitment, training and development of volunteers to provide information and advice to people with sight loss, their family and carers.
- Liaise effectively with a range of people across the local community, including statutory, voluntary and commercial sectors.
- Keep abreast of all relevant legislation and health and social services provision that affect the provision of care for people with a sight loss, their family and carers.
- Work with the social inclusion team to identify the local needs of individuals at risk of losing their sight or supporting those individuals who have a sight loss.
- Work with the community fundraising s to identify local fundraising opportunities and events to maximise promotion of the service.
- Monitor the range of services (information, advice, advocacy, leisure / educational activity, medical, social, benefits, housing, etc) that service users are being empowered to access; take positive action enabling individuals to maximise opportunities.
- Collate and analyse quantitative (output) data in required report formats to agreed timescales.
- Implement agreed methods of obtaining and responding to the views of people who have sight loss with particular emphasis on capturing information and advice service user satisfaction feedback in a timely, appropriate and culturally sensitive manner.
- Ensure the Information and Advice initiatives and activities are promoted and marketed to all sections of the community, to encourage take-up of available services with a diverse range of individuals who have a sight loss.
- Contribute to relevant websites and newsletters (etc) to promote the work of Vista to the wider voluntary and community sector.
- Contribute to the preparation of fundraising bids for the sustainability of established and evolving projects within the VMSS service area.

- Maximise engagement with activities and tasks that promote volunteers and volunteering, implementing a consistent and effective support structure for volunteers and staff working in conjunction with the volunteer coordinator.
- Develop innovative and individually-focused solutions to respond to the changing needs of service users.
- Attend and participate constructively in supervision and appraisal sessions, training programmes, and meetings.

Resources (refer to Guidance Notes):

a) People

- Supporting and developing volunteers
- Liaising with Vista marketing, accounts and shop
- Guidance to other staff members on the VMSS
- Liaising with the VCS and local organisations

b) Financial

- Responsible for the day to day running of the VMSS
- Responsible for the equipment on the vehicle
- Collating of monies for items sold, ensuring monies tally
- Monetary donations are delivered fundraising dept
- Reimbursement of volunteer expenses/ claiming mileage
- Working within agreed budget

c) Non-financial

- Responsible for stock donations
- All products on VMSS inc high priced items such as iPad's

d) Special Factors

- Driving requirements of the role
- Storage of petrol for generator
- First aid and accidents procedures
- Safe storage of equipment, access ramp and donation bin
- Location of parked vehicle re safety and inclement weather especially high winds

Additional responsibilities

- 1) To ensure activities comply with current law
- 2) To operate within the law at all times, with particular reference to health and safety; safeguarding; equality and data protection legislation
- 3) To work flexibly, including additional hours from time to time to meet the needs of the job, and some unsocial hours working

Prepared by: SP

Date: March 2017

This job description sets out the duties of the post at the time when it was drawn up. Such duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

Person Specification

Criteria	Essential	Desirable	How Identified (e.g. form, interview, test)
Qualifications & Training	<ul style="list-style-type: none"> ▪ Mathematics & English Grade C or Equivalent ▪ Full Clean Driving Licence 		
Experience	<ul style="list-style-type: none"> ▪ Experience of supervising volunteers ▪ Experience of working with people with a disability ▪ Experience of working within the third, public or social sectors. ▪ Experience of advice and signposting. 	<ul style="list-style-type: none"> ▪ Experience of working with people who have sight loss 	
Skills & Knowledge	<ul style="list-style-type: none"> ▪ To be able to deal with a variety of challenging situations in a calm and sensitive manner. ▪ Excellent interpersonal skills with the ability to negotiate at different levels and across a range of agencies to support 	<ul style="list-style-type: none"> ▪ Knowledge of relevant Quality Assurance systems. ▪ An understanding of the legislative and policy context underpinning 	

	<p>service users and ensure service development.</p> <ul style="list-style-type: none"> ▪ Understanding of the issues around working closely within a multi-disciplinary team. ▪ A wide range of typical IT tools including database, word processing, email and spreadsheet applications. ▪ The importance of confidentiality and protection of data. ▪ Equal Opportunities Policy within employment and service delivery areas; knowledge of issues related to equalities and diversity. ▪ Health and Safety requirements, including First Aid. 	<p>services and driving change.</p>	
Personal Qualities	<ul style="list-style-type: none"> ▪ Able to lead, supervise and motivate a team of volunteers. ▪ Ability to plan, record, organise work appropriately and the ability to set and work to clear targets. ▪ Excellent verbal and written communication skills; able to write concise, accurate and timely reports. 	<ul style="list-style-type: none"> ▪ Able to grasp and interpret complex and detailed information; able to explain and share this with others. 	
Other	<ul style="list-style-type: none"> ▪ A flexible approach to service delivery and working hours; reliability and good timekeeping, available for occasional working across weekends and evenings to suit the needs of the service. ▪ ▪ A strong commitment to learning/continuous self- 		

	<p>development</p> <ul style="list-style-type: none">▪ Awareness of Leicester City, County and Rutland and their geography in relation to each other		
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