

Vacancy: Equipment Service and Outreach Manager



Centre for Deaf and
Hard of Hearing People

Hours: 22.5 hours a week (part-time)
Location: Fishponds, Bristol
Reports to: Chief Executive Officer (CEO)
Salary: £27,500 - £29,500 a year pro rata. (Actual salary £16,500 - £17,700)

The Centre for Deaf and Hard of Hearing People (CfD) is a registered small-sized charity working to encourage integration and equality between Deaf and hearing people in all areas of life. We currently provide an equipment service for Bristol residents and we are also redeveloping the Charity so we can provide Deaf and hard of hearing people with 21st century services.

CfD is seeking an **Equipment Service and Outreach Manager** to run the service and develop the scope and reach. The post holder will be based at The Vassall Centre, Gill Ave, Fishponds, Bristol, BS16 2QQ.

This is an exciting opportunity to help CfD grow our equipment service for Deaf and hard of hearing people. We welcome applications from people who have experience of working with or supporting deaf people and those with management, administrative and marketing experience who would like to use these skills in a new area.

Summary of duties:

The Equipment Service and Outreach Manager will oversee the running of the Equipment Service, managing the two Equipment Officers and the 0.4 Administrator, as well as the Resource Room. You will also be responsible for the marketing of the Equipment Service, working with the CEO to develop the existing marketing strategy and implement the new approach. You will also develop new ways of supporting Deaf and hard of hearing people, with an emphasis on setting up “Living with Hearing Loss” workshops and peer support groups for hard of hearing people.

The main responsibilities are:

1. To manage, maintain, and improve the Equipment Service.
2. To line manage the Equipment Officers.
3. Develop and implement the current marketing strategy for the Equipment Service, including use of social media, the CfD website and presentations.
4. To produce equipment service reports for the CfD Trustees and Bristol City Council in a timely manner and to a professional standard.
5. To develop new ways of supporting hard of hearing people to adjust to hearing loss and to find effective strategies for meeting the challenges that hard of hearing people face in Bristol.
6. To contribute to the overall development and promotion of CfD services in Bristol.

Terms and conditions:

1. This is a part-time position of 22.5 hours a week (actual hours will be flexible and may be worked over 4-5 days. Working hours will usually take place during our core working day of 10am – 4pm. Occasional evening and weekend work may be required.

2. Contract till March 31st. 2025 with potential 3rd year extension to 2026, subject to funding. Potential further extensions if the Equipment Service funding from Bristol City Council is renewed.
3. Salary £27,500 - £29,500 a year pro rata. (Actual salary £16,500 - £17,700)

Main tasks:

1. Manage, maintain, and improve the Equipment Service to make sure all KPIs are met.
2. Manage the Equipment Service budget and make sure all activities are delivered within budget.
3. Manage the two part-time Equipment Officers including conducting supervisions, and chairing team meetings.
4. Develop and implement the marketing strategy for the Equipment Service so that the service expands to meet our new targets.
5. Support the administrator to monitor the Equipment Service email inbox, responding promptly to all customer related queries.
6. Keep records using CfD's Charity Log database, electronic files and some paper records.
7. Produce regular reports and statistics on work done.
8. Work with the CEO on projects that involve Equipment Service users to ensure they are running effectively. This will include working closely with our Community Development Officer who runs the "Deaf People Together" project.
9. Develop the outreach work of the Equipment Service by:
 - a. Exploring how workshops on hearing loss can be used to support hard of hearing people.
 - b. Developing peer-support as a way of promoting the wellbeing of hard of hearing people.
10. Review and improve the administrative systems e.g. electronic and paper filing systems, data collection, record management. CfD uses a cloud-based database (Charity Log) for which training will be provided.
11. Greet visitors to the resource centre and provide demonstrations of a selection of assistive technology.
12. Assist the CEO with managing the HR aspects of the Equipment Service e.g. maintaining the HR files for staff, ensuring all forms (sick leave, holiday requests, etc.) are signed and filed.
13. Assist the CEO in developing and maintaining the key policies and procedures of the organisation as they effect the Equipment Service.
14. Work with the Equipment Service Team to provide content for the organisation's website and social media presence relevant to the Equipment Service, including the sharing of stories and information.
15. Attend conferences, training and other staff development opportunities.
16. Develop an agreed personal training plan and carry this out using internal and external training as required.
17. Adhere to and promote CfD's policies and standards, especially the Equal Opportunities, Data Protection, Safeguarding, Health and Safety and Communication policies.
18. Act as an ambassador for CfD promoting a positive and professional image and attitude at all time.
19. Support the CEO and other CfD staff in achieving the aims of CfD and carry out such other relevant duties as may be agreed.

20. Support CfD to find funding for new projects involving Deaf and Hard of Hearing people.
21. Coordinate and manage own Access to Work support (if needed).

Note:

The final interpretation of this job description rests with the CEO in consultation with the Board of Trustees and the jobholder. The job description will be reviewed in the course of supervision meetings and any amendments will be negotiated with the jobholder. The jobholder is also expected to share in other CfD activities as time permits and by agreement with the CEO.

Essential skills, abilities and knowledge:

- Educated to A-Level standard, including Maths and English GCSEs.
- NVQ Level 2/3 in business administration or equivalent, or significant previous experience in administration.
- Knowledge and understanding of the voluntary sector and sympathy with the objectives of CfD.
- At least 2 years' experience of working in Equipment or Administration Sector.
- Experience of dealing with telephone calls and queries (through interpreter if required).
- Pleasant telephone manner.
- Some knowledge of specialist equipment for Deaf and Hard of Hearing people.
- Experience of producing reports.
- Experience of collating and inputting data onto databases.
- Experience of Project Co-ordinating, delivering projects in a timely manner.
- Able to use Microsoft office to a high level, including word and excel.
- Ability to monitor budgets and use Excel to check and prepare budgets.
- Clear, concise and creative written communication skills appropriate to a range of documentation, with attention to detail.
- Ability to deliver presentations to small and medium-sized audiences in an engaging manner.
- Ability to form positive working relationships with other professionals.

Desirable skills, abilities and knowledge:

- Relevant professional qualification.
- A marketing qualification or training.
- Experience of working with Deaf and/or hard of hearing people.
- Ability to communicate in British Sign Language (training can be provided).
- Experience of working closely with service users and explaining complex issues clearly.
- Understanding of the social model of disability.
- Experience of marketing.
- Experience of using social media and writing content for websites.
- Experience of managing staff.
- Ability to write documents suitable for a range of audiences, including professionals and service-users.

Things we expect all staff to support us with:

- Actively seek out opportunities for development and income generation.
- Read, understand and follow CfD's policies and procedures.
- Stay up to date with key developments in your specialist area.
- Be willing to occasionally work evenings and weekends.
- Participate in team-meetings and development days.
- Be willing to travel across Bristol and occasionally further afield.
- Represent CfD at local, regional and national meetings and events.

In return, you will receive:

- Competitive pay and holiday allowance
 - 25 days a year plus Bank Holidays pro-rata
- Employee pension contributions
- A flexible working policy
 - Our core hours are 10:00 until 16:00 Monday to Friday
- The opportunity to be part of a committed, skilled and supportive team
- Support to develop your skills further

Equipment Service:

The aim of the Equipment Service is to make sure that clients get the equipment they need and are confident in using it. We support clients to be independent by helping to remove some of the barriers they face because of their hearing loss.

The Deaf Equipment Service is contract to CfD by Bristol City Council. Our Equipment Officers make pre-arranged visits to the homes of Deaf, deafblind and hard of hearing people within the city of Bristol, to assess the equipment they need. Our Equipment Officers work to instal a range of listening aid/visual alert equipment and give clients training in how to use the equipment.

Living with Hearing Loss:

In 2020-21 CfD ran 4 sets of workshops called "Living with Hearing Loss". The workshops were for hard of hearing people and their partners, carers or close family members. Topics covered included "the emotional effects of hearing loss", "assistive technology" and "communication tactics". The workshops were delivered through zoom by a number of hard of hearing or Deaf tutors. Numbers of people attending were small but participants were very enthusiastic about the sessions.

CfD now wants to repeat these workshops. Your role will be to:

- Support tutors to redevelop the sessions so they can be delivered face-to-face;
- Explore how the sessions should be delivered (on different days, all on one day etc);
- Market the workshops;
- Facilitate the delivery by chairing sessions and supporting the tutors.
- Produce reports after each set of workshops has been delivered, based on feedback from participants and the tutors.

To apply:

Please complete the CfD application form, including a covering letter outlining why you would like to join the organisation and how your skills, knowledge and experience match

the criteria in the job description and send to Rebekah Allen, Administrator, Email: office@cfid.org.uk by 2:00pm on Friday 23rd June 2023.

If you would like to discuss the role and the organisation, please contact Justin Smith, CEO, at office@cfid.org.uk in the first instance.

Interviews will be held on Friday 7th July 2023.