

Vacancy: Equipment Officer



Centre for Deaf and
Hard of Hearing People

Hours: 12 hours per week (part-time)
Until March 2025, with the possibility
of an extension subject to further
funding.

Location: Fishponds, Bristol but home visits
within the city of Bristol will take up
around 75% of work time.

Reports to: Equipment Service and Outreach Manager

Salary: £21,000 - £24,101 a year pro rata. (Actual salary £6,720 to £7,712.32)

This is an exciting opportunity to join a growing team at CfD (Centre for Deaf and Hard of Hearing People) as part of our Equipment Service team.

Centre for Deaf and Hard of Hearing People:

CfD is a small deaf-led charity that delivers a wide range of services including community development and assistive equipment services to people in Bristol who are Deaf, hard of hearing or deafened. As our mission statement says, we are working toward creating a Bristol “where everyone can participate in all aspects of life in the city, whatever their level of hearing”.

CfD challenges the prejudice and barriers that Deaf and hard of hearing people face in their daily lives. We are developing exciting new plans for activities that will contribute to our aims and promote equality for all deaf people.

Summary of duties:

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 post holder will undertake a frontline role of the Deaf Equipment Service contracted to CfD by Bristol City Council. As an Equipment Officer, you will 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. You will instal a range of listening aid/visual alert equipment and give clients training in how to use the equipment.

This is an important role that requires a mix of:

- Good practical skills to deal with the installation of a variety of equipment
- An ability to manage a busy schedule
- Strong organisation skills so you can keep up to date with paperwork and record keeping
- The ability to be empathic when dealing with clients who are often elderly and who may be vulnerable.

Responsibilities:

1. To work as a member of CfD's Equipment Service team.
2. To participate in the assessment of the needs of Deaf, deafblind and hard of hearing people. This includes:
 - a. Assessment of a person's needs in relation to their communication and lifestyle.
 - b. Assessment of a person's need for environmental equipment.
 - c. Arranging for the provision and, where appropriate the installation of environmental equipment.
 - d. Providing training and advice on the use of such equipment and monitoring and reviewing its effectiveness.
3. To assess clients' need for other services and arrange referrals as appropriate.
4. To maintain clear, accurate and up-to-date written records in accordance with open access policy.
5. To help maintain database records in accordance with CfD's procedures.
6. To be responsible for stock control and maintenance of equipment – including carrying out PAT tests.
7. To increase awareness of the availability of the service by:
 - a. Distribution of information
 - b. Attending appropriate events
 - c. Making presentations on the service
8. To liaise with other teams, voluntary organisations, and agencies as appropriate.
9. To provide the highest possible standard of service to clients, by treating everyone in a pleasant, courteous and respectful manner
10. To attend conferences, training and other staff development opportunities.
11. To undertake office duty on a rotational basis with other members of the team.
12. To greet visitors to our Resource Centre and give them demonstrations of equipment.
13. To provide content for case studies to describe the work of the Equipment Service.

14. To attend team meetings and supervision sessions with your Line Manager.
15. To manage your own Access to Work support (if needed).

Requirements for the role:

- To do this job you need to be able to travel around Bristol with equipment for demonstration and delivery e.g. you need a full current driving licence valid for use in the UK and have daily access to a car, or have other arrangements so you can travel as part of work.
- This role is subject to an enhanced DBS check.

Terms and conditions:

1. This is a part-time position of 12 hours a week (actual hours will be flexible and may be worked over 2-3 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. Further extensions if the Equipment Service funding from Bristol City Council is renewed.

Essential skills and abilities:

- Knowledge of the communication needs of Deaf, deafblind and hard of hearing people.
- Effective communication skills to meet the needs of the post in full.
- Some understanding of the challenges that Deaf and hard of hearing people face in their daily lives.
- Hands-on skills and dexterity.
- Some knowledge of assistive technology for Deaf and hard of hearing people.
- Troubleshooting and problem-solving skills.
- Basic I.T skills e.g. ability to use Microsoft office.
- Excellent organisational skills.
- Good interpersonal skills.
- An understanding of what excellent customer service means.
- Some knowledge of safeguarding (further training provided).
- Ability to work as a member of a team.
- Ability to be self-motivated and to use own initiative.
- Honesty and trustworthiness

Desirable skills and abilities:

- Personal experience of hearing loss.

- Experience of using a database to keep client records (training provided).
- Experience of stock control and stocktakes.
- Experience of PAT testing (training provided)
- Understanding of the social model of disability.

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

Note:

The final interpretation of this job description rests with the CEO in consultation with the Board of Trustees and the jobholder. It 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.

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, at office@cfid.org.uk in the first instance.

Interviews will be held on Thursday 6th July 2023.