# JOB DESCRIPTION

**Job Title:** Staff Support Worker

**Location:**

**Line Manager:** The Director of Services

**Job Purpose:** To work on a one to one basis providing sighted support to a key visually impaired (VI) member of staff to enable that member of staff to carry out his/her role fully.

# Main duties and responsibilities:

1. To assist VI staff member with mobility and orientation around the workplace, especially when working out of the office environment.
2. To drive VI staff member to and from appointments during the working day.
3. To assist with administrative tasks such as note taking, typing reports, photocopying, scanning documents, filing, sending faxes etc.
4. To assist with entering data on the electronic client management system, keeping accurate records and recording information for monitoring purposes.
5. To read written information to VI staff member as and when required.
6. To assist with transcribing information into accessible formats e.g. large print, audiotape etc.
7. To assist VI staff member to find files, references, articles etc.
8. To complete the necessary Access to Work (ATW) paperwork and submit to the organisations accountant at the end of each month taking into account the time limits set from time to time by ATW.
9. To support VI staff member when attending training and meetings by taking relevant notes and transcribing them into the relevant format.
10. To carry out any other task to enable VI staff member to carry out his/her role.

**Performance Management**

To actively participate in the organisations’ performance management processes including induction, supervision and appraisal.

**Training and development**

To undertake training and development activities as agreed with your manager.

**Safeguarding**

The position is subject to an enhanced DBS check.

**Confidentiality**

To ensure that all information about the members of staff being supported and the service users they work with is kept strictly confidential.

**Quality Standards**

To work to organisational standards, policies and procedures and external quality standards.

**Flexible Working Practice**

To be flexible with regard to hours worked. As this job involves supporting a key member of staff it is essential that you are able to change support hours to meet the needs of the staff member supported.

To be flexible with regard to the person supported. In order to provide support during holiday and other leave periods it is essential that you are able to work with other visually impaired members of the team as required.

**Health & Safety**

Ensure that all work is undertaken in accordance with organisational health and safety and lone working policies and procedures.

**Use of Resource**

Ensure value for money and best use of resources in all activities related to the post.

**Organisational Values and Equal Opportunity**

To support the organisations’ core values and carry out all responsibilities with due regard to Equal Opportunities Policy and procedures.

**Person Specification**

**Experience and Qualifications**

**Essential**

* Must have qualifications in maths and English language (GCSE grade C or above or equivalent)
* The ability to work under direction, to take instruction and to carry out assigned tasks accurately and efficiently
* Must have a clean, current driving license and access to a car for business use

**Desirable**

* Experience of support work
* Experience of working with visually impaired people
* A relevant qualification in business administration

**Qualities and Competencies**

**Essential**

* Must have excellent IT Skills and experience of Microsoft Office packages
* Must have excellent written skills
* Must have excellent verbal skills and the ability to adapt style to suit the audience
* The ability develop and maintain good professional working relationships
* Ability to understand and demonstrate commitment to the Equal Opportunities Policy and to ensure all actions and activities are carried out in accordance with the policy