Specialist Sensory Worker

Reports to:	Sensory Team Manager		
Department:	Adult Social Care	**Grade:**	PO1
DBS Status:	Enhanced	**Politically restricted:**	No

Job Purpose:
To develop and manage effective service user and stakeholder relationships across Adult Social Care services for service users with a sensory loss, including facilitation, promoting and supporting active involvement and engagement of a diverse range of service users with sensory loss and their carers and community partners.

Values
Collaborate proactively.
Lead inclusively.
Embrace change.
Be bold and curious.
Celebrate and share our success.

Job specific roles and responsibilities

1. To build and maintain positive and purposeful relationships with individual service users with sensory loss, their families, and user groups across Adult Social Care
2. To facilitate effective two-way communication across the Adult Social Care community with service users with sensory loss, community partners and in-house staff.
3. To enable and support service users with sensory loss and carers to influence and shape policy and practice, to assist with recruitment, to participate in service planning activities, to attend meetings and events across Adult Social Care Services.
4. To produce meeting minutes and reports relevant to the project and contribute to the Adult Social Care operational service plan in relation to participation and engagement of service users and community partners.
5. To work collaboratively with staff and service users with sensory loss to increase the range of participation opportunities in Adult Social Care; identify opportunities to embed participation of service users and carers in service delivery and projects.
6. To work with partner organisations to create and develop support groups for individuals with sensory loss which will help identify more service users as well as create a mutually supportive environment.
7. To develop digital feedback methods for service users with sensory loss, ensuring that feedback is successfully embedded within services.
8. To develop a comprehensive programme of communication with service users with sensory loss, actively promoting participation activities, and the impact of participation, and building trust with service users and community groups.
9. Develop professional working relationships/networks with relevant organisations both national and locally that support service users with sensory loss to promote their participation

10. Support and maintain Adult Social Care involvement in appropriate national and local user participation networks, ensuring that best practice in user engagement is implemented across Adult Social Care.
11. To advise and support colleagues and partner agencies around effective inclusion and participation for service users with a sensory loss
12. To ensure that engagement and participation activities are inclusive and representative of the diverse population of Brent.
13. To work creatively with staff and service users with sensory loss to increase the range of service user involvement opportunities available to service users locally, regionally and nationally
14. To identify any gaps in identification of people living with a dual sensory loss and engagement within Adult Social Care when required
15. Support Sensory Team Manager to develop training for Adult Social Care Staff (and wider council staff) in respect of the needs of those living with sensory loss
16. Work alongside the Coproduction Coordinator in developing services user involvement and engagement across Adult Social Care and partners.
17. Strengthen partnership working with voluntary, community, health, transport, and statutory organisations both locally and nationally
18. Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.
19. We are committed to an inclusive workplace where everyone is treated with dignity, respect, and fairness. All employees are expected to promote equality, diversity, and inclusion, and candidates may be assessed on their ability to contribute to an inclusive working environment.
20. Undertake any other duties commensurate with the general level of responsibility of this post.

Essential Requirements (key skills & qualifications)

Knowledge and Qualifications

1. Knowledge and understanding of the wide range of issues facing service users with sensory loss and their carers,
2. Knowledge and understanding of best practice in principles and practice of service user involvement and leadership
3. Knowledge of safeguarding principles and their practical implementation when working with vulnerable adults.

Experience

1. Direct experience of working with Adult's with a Sensory Loss
2. Demonstrable experience of leading service user participation, consultation in a similarly complex organisation/ service model.
3. Previous experience of developing and implementing new or innovative evidence-based services.
4. Experience of working with the Voluntary sector and user led organisations, with a strong track record of fostering and sustaining partnerships and working collaboratively across organisational boundaries.

Skills and Abilities

1. Demonstrate a personal commitment to high standards of public service, honesty and integrity and professionalism.

2. Work collaboratively with stakeholders and promote the needs of service users with sensory loss
3. Ability to build positive working relationships with a range of service users with different support and communication needs, making them feel heard and ensuring that their voices are amplified across Adult Social Care.
4. Ability to develop and deliver a clear sense of service direction and purpose.
5. Ability to accept and manage changes to circumstances, reprioritising work and ensuring that all partners remain engaged throughout change.
6. Good organisational skills, with the ability to plan, prioritise, and manage multiple engagement projects to deliver results to time.
7. Ability to lead and co-ordinate working groups to support achievement of positive outcomes, supporting a “can do” and action focused culture to achieve results.
8. Good communication, influencing skills to inform, consult and negotiate with a wide range of audiences in a straightforward, articulate and persuasive manner and the interpersonal ability to engender confidence and respect.
9. A willingness and ability to facilitate training courses and deliver Sensory Loss training for staff.
10. Ability to coordinate meetings, write meeting minutes and write reports

Overall Headcount: Not Applicable

Within reason these key deliverables may evolve to meet service need and it is expected that the postholder will be flexible and adaptable in their delivery to meet both service and council wide needs