Job Title: **Sensory Rehabilitation Worker** (Apprentice)

Grade: C

Reports To: Sensory Operations Manager

Role Responsibilities: Budget £0 FTE 0

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| **The Role**  Essex Cares vision is to be the supplier of choice for Adult Health and Social Care, this role requires strong commercial awareness and the ability to deliver a customer centric service.  Reporting to the Sensory Service Operations Manager, this newly created apprenticeship role will learn the skills required and work towards providing assessment and rehabilitative training which includes daily living skills and indoor mobility training and low vision advice for adults with visual impairments or who are Deafblind.  The role requires enthusiasm and commitment, with strong communication skills and the ability to work independently under pressure using own initiative and within a multi-disciplinary team.  Relevant professional qualifications, knowledge of Rehabilitation and experience working with adults with sensory impairments is desirable, however a fully funded qualification will be provided to successful applicant subject to terms and conditions. |

**Job Purpose**

Undertake assessment of needs and reviews for visually impaired or dual sensory impaired people.

Provide individually tailored rehabilitation programs directly to individuals based upon the assessment of their needs and the need to maximise independence.

**Key Accountabilities**

* Work flexibly and collaboratively across structural boundaries as part of cross functional teams, and in support of key functional outputs, regardless of where you sit within the organisation.
* Think creatively, challenging the norms, and constructively challenging those around you (including those more senior) to ensure continuous improvement, commercial astuteness, and inspire the same in colleagues.
* Ensure the proper assessment, management and mitigation of risk, including Information Governance, Health and Safety and Business Continuity.
* Responsible for recognising a disclosure of a concern from an individual that requires a safeguarding intervention to be made and to take appropriate action.

**Role Specific Accountabilities**

* To provide assessments with support from the Operations Manager and Qualified Rehabilitation colleagues as appropriate.
* To undertake assessment of needs and reviews for visually impaired people.
* To provide individually tailored rehabilitation programs directly to individuals based upon the assessment of their needs and the need to maximise independence.
* Provide information, advice and training to individuals, families, carers and other professionals to raise awareness and improve/inform practice.
* Maintain up to date and accurate records, provide reports, appropriate documentation and statistical information, as required meeting service standards, policies and procedures.
* Maintain up to date knowledge of policies and procedures and of key legislation and regulations.
* Manage own caseload effectively and meet associated key performance indicators.
* Work collaboratively with other agencies, voluntary organisations and groups striving to enhance and improve service delivery to sensory impaired people.
* Carry out any other appropriate duties that may be required, which are commensurate with the grade of the post.

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| **Key Skills & Qualifications**   * Interest and commitment in taking up relevant Apprenticeship Standard fully funded by ECL. * Experience of working with adults with sensory needs desirable. * Knowledge of legislation, policies and procedures in relation to specialised area of work, i.e. sensory impaired adults. * Ability to make sound decisions and use experience and knowledge in relation to rehabilitation to ensure best practice. * Ability to identify objectives and outcomes and the means to achieve them. * To be able to manage own caseload effectively and meet relevant key performance indicators. * Ability to make and implement appropriate decisions in relation to day to day queries, referrals and allocations. * Demonstrate commitment to the organisation and show responsibility in carrying out their work. * Strong communication, inter-personal and presentation skills. * Ability to work collaboratively with other agencies and groups in enhancing service delivery to sensory impaired people. * Ability to liaise with statutory agencies and voluntary organisations. * Valid driving licence and car, or access to a car and driver. |

**ASPIRE Competencies**

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| **Adaptable** | * Changes behavioural style or method of approach when necessary to achieve goals * Responds to and embraces change with a positive attitude and a willingness to learn new ways to accomplish work activities and objectives * Always looking for ways to improve services to the customer * Openly communicates changes to methods of delivery in a consultative way with customers and shows a willingness to adjust |
| **Supportive** | * Identifies ways to work collaboratively with colleagues, services and partners to deliver common objectives * Demonstrates self- awareness and recognises how own behaviours impact on others * Is tactful, compassionate and sensitive, and treats others with respect * Consistently displays empathy when dealing with others and demonstrates an encouraging and reassuring attitude |
| **Performs** | * Understands what is expected of the role and how this links in with the wider organisations vision and outcomes * Meets and where possible exceeds, targets and objectives and delivers work accurately and to deadlines * Takes pride in achieving results and celebrates the success of others * Consistently delivers a high quality caring service |
| **Integrity** | * Upholds the highest standards of professionalism, is respectful of all customers and stakeholders and their opinions and decisions * Builds effective working relationships based on trust and confidence and communicates with customers, colleagues and stakeholders in an honest and open way * Acts as a role model to other colleagues and is passionate about our services |
| **Responsive** | * Effectively manages customer expectations and responds to their needs in a timely and caring manner * Consistently communicates in a clear and concise style * Focuses attention on meeting agreed priorities and objectives in the most effective and efficient way * Asks for help and responds to the requests from others |
| **Enterprising** | * Actively seeks out opportunities to continuously improve our services * Takes responsibility for own performance, identifying areas to improve and actively seeks out ways to develop these * Identifies problems at the earliest opportunity and thinks creatively in order to solve them * Understands and embraces the use of technology in creating future value |