

Job Description: Outreach Worker Uttlesford & Braintree Districts



Our Mission

A quarter of a million people in Essex have some degree of hearing loss, nationally that amounts to one in six of the population. Hearing Help Essex (HHE) exists to alleviate the isolation and loneliness that hearing loss can bring by providing a range of services.

Our Achievements

Founded in Chelmsford in 1990, HHE initially formed to create a local drop-in service for people to receive practical help with their NHS Hearing Aids. As the years rolled on, more Volunteers were recruited, and more sessions were added. Fast-forward to 2023 we now have 50 Volunteers running up to 27 sessions each month, supporting approximately 5,000 individuals each year. In addition to this service, in 2017, HHE were awarded a grant from Essex County Council to provide an Information, Advice, and Guidance service (IAG). This project has been hugely successful, supporting over 2,500 individuals each year. In 2019, the achievements of HHE were recognised by Queen Elizabeth the Second, and we were presented with The Queen's Award for Voluntary Service, the highest award for a voluntary group in the United Kingdom.

Our team and governance

HHE is led by a Board of six Trustees. Our Board draws on a wide range of expertise with experience of the charitable and private sectors. We have 10 paid staff, 7 of whom are part-time: the Chief Executive Officer (CEO), 1 Operations Manager, 2 Service coordinators, 1 Finance administrator, 3 Outreach workers, 1 Support Services Administrator, and 1 office-based information and equipment specialist. As demand for our services continue to grow, we are now looking for additional Outreach Worker. **Hours can be flexible around school pick up and caring responsibilities for the right candidate.**

Job Title: Outreach Worker

Reporting to: Operations Manager

Location: HHE is based in Essex; it's current administration hub and Resource Centre is in Moulsham Street in Chelmsford. This role will primarily be home based with travel across Uttlesford/Braintree districts. You may occasionally be asked to travel outside of these districts to other areas of Essex.

Hours: 15 hours per week. There can be some flexibility on contracted hours. Actual days of work to be determined when appointment is made.

Salary: Full time equivalent is £20,604

Expenses: Fully re-imbursed

Contract: Permanent

To Apply: Send a CV with a covering letter no longer than 3 sides of A4 to wendy.hammond@hearinghelpessex.org.uk at your earliest convenience. All applications will be acknowledged. Interviews will be held in September.

HHE is seeking someone who is sympathetic to the needs of people who have a hearing loss to develop and deliver services in the community.

The charity has a small team employed to support thousands of people with hearing loss. Our work has a significant impact on the lives of people living with hearing loss. Excellent verbal communication, patience, enthusiasm and a desire to help are essential. This is a permanent contract, with a 3 month probation period.

Responsibilities

- Offer information, advice, guidance and emotional support to hearing aid wearers and hard of hearing people at Information, Advice & Guidance (IAG) Sessions, and by phone and in person at our Resource Centre as required.
- Be fully aware of assistive equipment, services, and benefits available to the hearing aid wearer and hard of hearing people.
- Undertake home visits to those who cannot access our community sessions or Resource Centre and complete Home Visit Assessments.
- In conjunction with the CEO, identify suitable locations for drop-in sessions, such as libraries and hospital information stands.
- Be fully responsible for the setting up, facilitating and clearing away of IAG stands at agreed locations and at agreed times
- Ensure all suitable literature and equipment is available for the duration of the IAG session. Request extra resources from IAG Coordinator as required.
- Give talks to small groups as required.
- Write at least 1 case study each month and share good news or event/stand photos with CEO for use on social media.
- Input all service user data and visit report to data management system.
- Collate feedback forms from service users and input to data management system.
- Ensure that any follow up actions are taken e.g. onward referrals.
- Promote the work of HHE when talking to people.
- Meet with the Operations Manager every 8 weeks to ensure the project is delivering the outcomes required and suggest any improvements.

We are looking for the right person, not the right list of qualifications! The right candidate for this role will be patient, kind, and an excellent communicator. We know a caring, sensitive and non-judgmental response can make a real difference to someone seeking our support. Don't worry if you don't have previous experience working with people with hearing loss as HHE will provide full training and support. You need to be able to work responsively as part of a small team. No two days are the same, and on some quieter days you may be asked to support other administrative tasks.

About you

- You will have the ability to communicate clearly, with high levels of emotional intelligence, both verbally and in writing.
- You will be self-motivated and can work independently.
- You will have experience of delivering a service to members of the public and experience of working in an advice setting would be an advantage.
- You will have the emotional resilience to be able to deal effectively with clients who are distressed, experiencing depression, or complex health challenges.
- You will have an aptitude to deal with unexpected issues when they might arise.
- You will be proficient in the use of a range of IT tools, including Microsoft Office applications.
- You will be willing to commit to our mission and values.
- You will live within the districts that you work
- You will have a clean driving license
- You will have your own car and be able to travel within the districts you work

We believe that Safeguarding is everyone's business. HHE is committed to protecting the health, wellbeing and human rights of those we support, and enabling them to live free from harm, abuse and neglect. All our staff will be expected to observe professional standards of behaviour and conduct their work in line with our Safeguarding Policies.

Full training will be provided, and you will receive ongoing support and supervision from a friendly and experienced team.