

# JOB PACK



## Introduction

Thank you for your interest in the post of **Sight Loss Advisor** at Galloway's Society for the Blind. We hope that you find all the information you need in this pack, or on our website ([www.galloways.org.uk](http://www.galloways.org.uk)) to help you decide if you are the right person for this inspiring and exciting role but, if not, please don't hesitate to get in touch.

Galloway's is a very special organisation delivering high quality essential services to people affected by sight loss in Lancashire and Sefton. We have four sites across Lancashire and Sefton including our central office in Penwortham, Preston. We are proud to be the leading sight loss charity in this area and of the many successes we have achieved through our 150-year history

Galloway's is widely recognised throughout this area and is held in deep regard by local people and their communities. We are ambitious and want to ensure that we are there when people need us most. The vast majority of the services we provide are free of charge to the people we support but, of course, it isn't free to provide and most of it is funded through the generosity of the communities in which we work. In the last financial year, it cost nearly £1.2m to provide our services across Lancashire and Sefton.

We are seeking to recruit an enthusiastic, compassionate and empathetic professional to the role of Sight Loss Advisor at Galloway's Society for the Blind's Morecambe and Southport sites. These are key roles within our Services team. Being diagnosed with a visual impairment can be potentially devastating for both individuals and their families but as a Sight Loss Advisor you will work with individuals to identify solutions to their challenges through providing information,

advice and guidance, demonstrating equipment solutions and delivering a range of activities that help empower, to build confidence and to help people remain independent after a sight loss diagnosis.

Collaborating with colleagues you will be the main point of contact for all enquiries to the Morecambe or Southport hub, you will represent both sight loss and Galloway's at external meetings, and will be responsible for ensuring the smooth running of the hubs and the associated activities. You will have significant experience in a customer facing role and experience of providing information, advice and guidance is desirable.

This is an exciting time to join us. If you love working with people and truly making a tangible difference to people's lives in the local community, we would love to hear from you.

We want to be sure that we recruit the right person. But we also recognise it is probably also a big step for you. So, if you wish to know more, we warmly welcome you to contact Jenny Lloyd or Nicola Marsden. You can do that by emailing us at [enquiries@galloways.org.uk](mailto:enquiries@galloways.org.uk) contact us by social media or by phoning Galloway's on **01772 744148**. If we are not available, we will contact you back at a convenient time for an informal chat.

Jenny Lloyd

Thank you for your interest in Galloway's.

Jenny Lloyd, Head of Services

## What makes us special?

Galloway's has a long and proud history of supporting blind and partially sighted people to reach their own personal aspirations. We are committed to working in collaboration with other organisations including those in the sight loss sector.

The way we work is critical to our success and we call this our organisational culture – our 'values'. Culture is key to achieving organisational excellence. Values are important building blocks of culture and are deep-seated and enduring. We have committed to five core values which guide all our work throughout Galloway's:

- 1. Deliver Excellence through Service**
- 2. Embrace and Drive Change**
- 3. Pursue Growth and Learning**
- 4. Build Open and Honest Relationships with Communication**
- 5. Be Passionate and Determined**

## Our Vision

Our long term goal is to see a world in which every visually impaired person realises his or her hopes and dreams and fulfils their potential as an individual and a member of their own community

## Our Mission

We exist to represent and support visually impaired people in practical ways in order to ensure that now and in the future people:

- Feel empowered to take control over their own lives
- Experience opportunities which may otherwise not be available
- Feel engaged and a valuable member of their own community
- Have access to information allowing people to make informed decisions about all aspects of their lives

## Making our aspirations a reality

The very act of actually seeing the world around us is an astonishing thing, taken for granted by many. While sight loss can occur at any age, it occurs most often among mature adults. Like any other major life event, vision loss can bring feelings of loneliness, helplessness, anxiety, and depression. We are committed to working with blind and partially sighted people to realise their potential through our many programmes of activities and support.

### **Working together:**

Service delivery is guided by our commitment to involve blind and partially sighted people in service design and delivery. We remain focused on our

identified core services and ensure that we clearly promote what we do as widely as possible, creating more opportunities for blind and partially sighted people to access our support.

**Working as part of a team:**

We will continue to work with partner organisations to ensure that blind and partially sighted people have access to services within their own communities.

**Working with the community:**

We will further develop our incredibly successful volunteer programme and we will use this invaluable area to support all aspects of our services and fundraising. Working in challenging times: We have recognised that at a time of economic downturn, services for blind and partially sighted will reduce even further. Galloway's is committed to ensuring that blind and partially sighted people have a voice and opportunities the sighted world takes for granted.

## **Tackling the devastation of sight loss**

We support people who are affected by sight loss including families and friends in Lancashire and Sefton.

With the right resources and support to draw upon, the quality of life for people affected by sight loss, can be enhanced. At Galloway's we aim to achieve this by taking a holistic approach to the support and guidance we provide visually impaired people and their families.

People say that out of all the senses, sight is the one they most fear losing. We bring about changes for people who are already living with a visual

impairment or who develop eye conditions that cannot be avoided. At Galloway's we are committed to reducing the effects of sight loss by reducing the feeling of isolation, loneliness and desperation. We support people to remain independent as long as possible through a range of services.

- **Reaching people as early as possible**
- **Coping with the emotional effects of sight loss**
- **Reducing isolation and loneliness**
- **Health and wellbeing**
- **Provision of information, advice and guidance**
- **Empowerment through technology and equipment**

## **Our People**

We currently employ 40 staff. We also have over 250 volunteers, who support a wide range of activities across all that we do including, Talking Newspaper, Finance, Fundraising, Administration, Service Activities and our new Social Enterprise.

The Strategic Leadership Team comprises the Chief Executive, Head of Income Generation and Communication, Head of Services and Head of Finance.

We have a highly skilled Services Team delivering support and guidance from our four sites; Preston, Chorley, Southport and Morecambe; led by our Head of Services and managed on a day to day basis by our Service Manager.

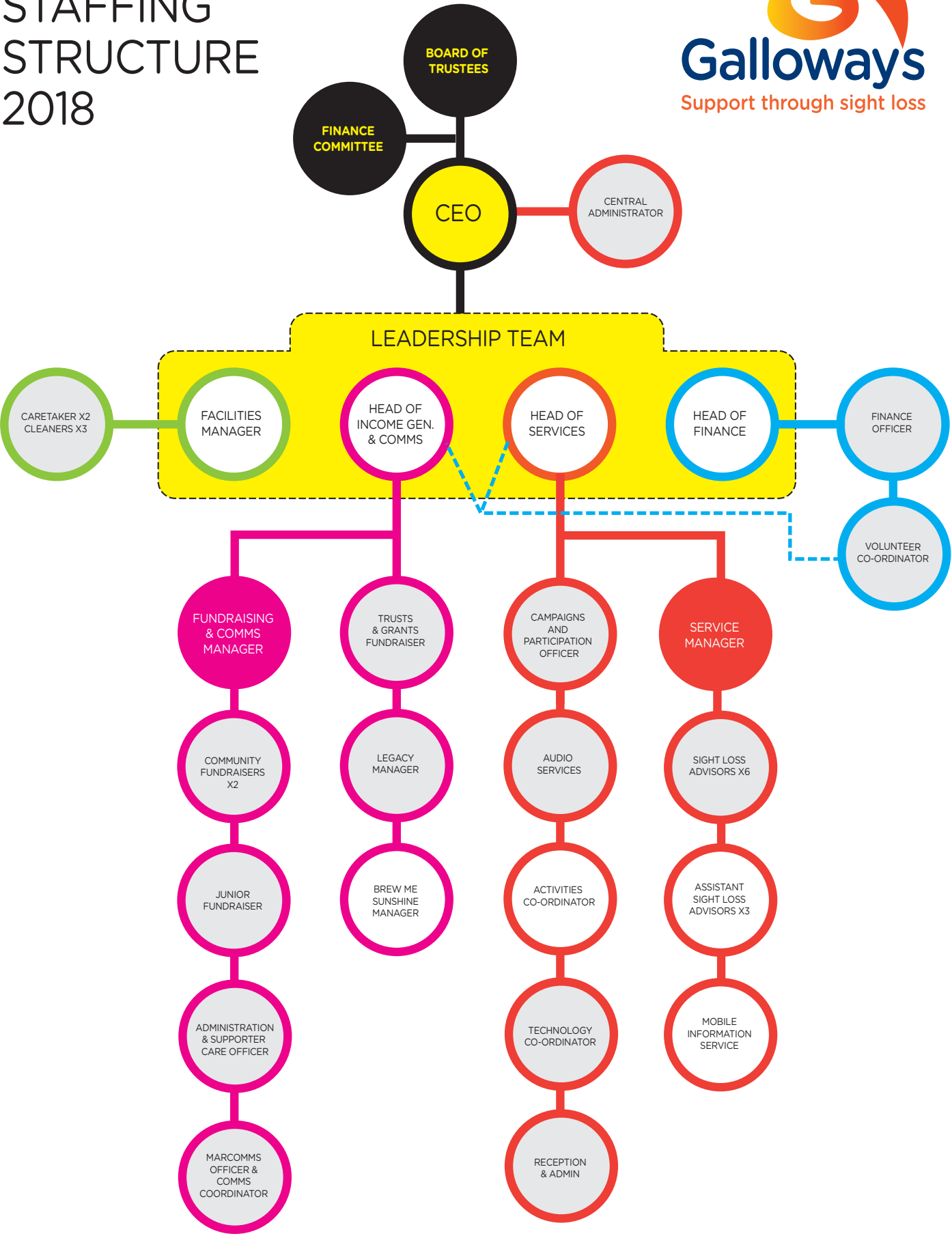
Our highly successful Fundraising Team is based at our central office in Preston and led by our new Head of Income Generation and Communication with operational management provided by the Fundraising and Communications Manager. Fundraising activities largely comprise of events, corporate, community, monthly draw and legacy. Supporting this team and the wider organisation is a Donor Care Administrator and two Communications Officers. Together they are responsible for generating circa £600k.

Our new social enterprise coffee shop in Morecambe is also part of the Income Generation and Communications team with the Manager reporting directly into the Head of Income Generation and Communication.

Our Central Resources team comprises of our Finance Team - Head of Finance and Finance Officer, the Chief Executive and the Facilities Manager. Our Volunteer Co-ordinator also sits in the Central Resources team and is responsible for recruiting and engaging our amazing volunteers.



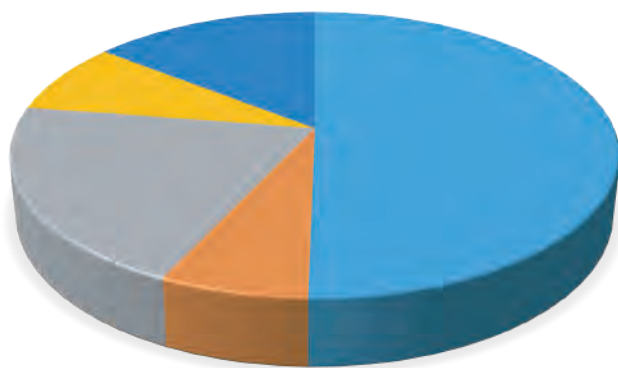
# STAFFING STRUCTURE 2018



# Financial Information

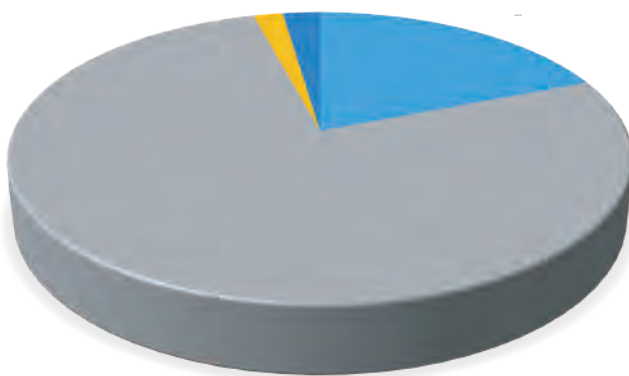
It costs around £1.2 million a year to run Galloway's - that's nearly £3,300 a day. Around 50% of our total income is generated through our Fundraising Team with the remainder coming from a plethora of different managed sources. We currently have an investment portfolio focused on generating circa £170k per annum which is re-invested back into the annual running costs of the organisation. Our reserves policy is set at 3 months operating costs. A copy of our 2017/18 Annual Report and Accounts is available on the Charity Commission website at <http://www.charitycommission.gov.uk/find-charities/>.

## Income 2017.18



- Investment Income 14%
- Charitable Activities 7%
- Fundraising Activities 8%
- Donation & Legacies 50%
- Charitable Services 21%

## Expenditure 2017.18



- Fundraising 19%
- Charitable Activities 77%
- Governance Costs 2%
- Investment Management Fees 2%

## Job Description

<b>Post:</b>	Sight Loss Advisor x 1 Southport Sight Loss Advisor x 1 Morecambe
<b>Salary:</b>	£21,000 pro-rata (negotiable dependent on experience)
<b>Reports to:</b>	Service Manager
<b>Responsible for:</b>	Volunteers
<b>Location:</b>	Office base at either our Morecambe or Southport site with requirement to visit other sites.
<b>Hours:</b>	up to 22.5 hours
<b>Contract Type:</b>	Permanent

### Overall Purpose of Job

To provide a person-centred service to people affected by sight loss through the provision of impartial information, advice and guidance, practical advice and equipment, emotional support and empowering people to access appropriate statutory, voluntary and community support services.

As the local Sight Loss Advisor you will collaborate with colleagues and blind and partially sighted people to design, deliver and evaluate a range of activities.

# Key Responsibilities

## Service Delivery, Quality and Administration

- To provide timely information, advice, guidance and emotional support to the people affected by sight loss, wider sector and general public adhering to quality standards and contractual requirements.
- To provide eye health information on a range of topics and in conjunction with other practitioners.
- To provide effective and efficient management of the hub, including maintenance of adequate stock control of specialised equipment and literature; following financial processes and procedures. Ensure that the individuals, families and carers are provided with a positive customer experience.
- To carry out an initial assessment which identifies need and ensure that Galloway's enables people to meet their goals.
- Plan, deliver and evaluate activities in collaboration with people with sight loss and volunteers to improve individual's quality of life.
- Develop, maintain and deliver annual activity and outreach plans in consultation with key stakeholders.
- Compilation of risk assessments for each activity undertaken to meet the Health and Safety requirements.
- To collate and maintain accurate, timely client records and to input quality data using common data collections tools and client management system (Harlequin). To ensure and maintain confidentiality of all people who access the services.

- Effective evaluation of activities and proactive gathering of feedback from service users to support future development and continuous service improvement.

## Promotion and Partnership

- To attend and present at relevant external meetings to actively promote Galloway's and our services to the wider community.
- To promote and deliver visual awareness training sessions to key individuals, groups and organisations to increase knowledge of eye conditions, challenges and support available for those with sight loss.
- Liaise with departments across the organisation to understand how they work to develop partnerships, raise awareness and maximise/promote income generating opportunities and encourage individuals and organisations to become supporters of the organisation.
- Work with all colleagues to promote the services through a mix of channels, including social media.
- Maintain current knowledge and understanding of health, social care and benefits and allowances relevant to people with sight loss and their families.
- Produce content for regular accessible communications.
- Develop positive working relationships with health and social care professionals, statutory, local and national service providers and be proactive in developing a clear referral pathway to and from to ensure identified needs are met.

## Volunteers

- Work with the Volunteer Co-ordinator to appropriately recruit, train and supervise volunteers involved in service delivery.

## Other

- Willingness to travel within the area and to our other offices in Lancashire and Sefton.
- Ability to work evenings and weekends as required
- Any other reasonable duties as maybe required by your line manager.

## All Galloway's employees are expected to:

- Uphold the values and culture of Galloway's and behave in a professional manner at all times.
- Value equality and diversity and comply with relevant equality legislation.
- Attend 1:1s and annual appraisals with line manager and team meetings as required.
- Cooperate with colleagues, encourage and support positive working relationships (both internally and externally) and foster a culture of respect and consideration at work.
- Take responsibility for one's own health and safety and the health and safety of others whilst at work, and comply with Health and Safety legislation.
- Work within all Galloway's policies and procedures.
- Communicate a positive image of Galloway's and protect its reputation.

> PERSON SPECIFICATION  
Sight Loss Advisor

WHAT  
WE ARE  
LOOKING  
FOR...



## EXPERIENCE & QUALIFICATIONS

### Essential

Good standard of education

Competent in the practical application of Microsoft Office - Outlook, Word and PowerPoint

Experience of providing information and advice.

Experience of maintaining electronic records

Experience of volunteering

Strong administrative skills including record keeping and report writing

Ability to demonstrate an understanding and commitment to Equal Opportunities and Anti-discriminatory practice.

### Desirable

A-Level standard or equivalent.

Relevant qualification

Level 2 information, advice and guidance qualification

Experience of using databases i.e. Harlequin.

Experience of disability and/or working with people directly affected by sight loss and their families.



## KNOWLEDGE AND SKILLS

### Essential

Excellent communication skills both written and verbal.

Experience of forging links and partnerships with local charities disability sector/or not for profit and organisations.

Ability to set realistic goals for self and people directly affected by sight loss

Understand the key issues for blind and partially sighted people, locally and nationally.

Understand the implications and responsibilities of Health & Safety, Safeguarding, and Equality & Diversity in service delivery.

Excellent interpersonal skills.

Ability to engage and motivate others at all levels.

Ability to prioritise and manage own workload,including effective time management.

Demonstrate self-motivation, resilience and determination.

### Desirable

Experience of presenting to a range of audiences.

Experience of liaison with health professionals/Local Authority professionals/Local Authority services.

Experience in/understanding of the disability sector/or not for profit sector.

## QUALITIES AND COMPETENCIES

### Essential

Creative thinking and problem-solving ability.

A professional manner and flexibility in undertaking other activities and being a member of the wider staff team.

Ability to work on own initiative with a solution focussed approach.

Ability to travel independently.

A lively, enthusiastic and “can do” approach to service delivery.

Willingness to undertake training and continuing professional development.

Alone we can do so little;  
together we can do so much.

HELEN KELLER

# Working for Galloway's: Benefits

## **Pension**

Galloway's has an auto enrolment pension scheme to which Galloway's will match the employee contribution up to 2% for all eligible colleagues.

## **Holidays**

The holiday year runs from 1st April to 31 March. Holiday entitlement for this post is 24 days per annum dependent on working pattern. This increases to a maximum of 29 days (fte) depending upon length of service.

## **Compassionate Leave**

Galloway's will consider each request for leave on compassionate grounds on an individual basis.

## **Probationary Period**

All new appointments are subject to a probationary period of 6 months.

## **Learning and Development**

Galloway's is committed to supporting the learning and development of all staff and volunteers to ensure we are able to achieve our operational and strategic objectives. As part of our development and support initiatives, we promote coaching, mentoring and job shadowing.

## **Equal Opportunities**

Galloway's is committed to supporting diversity and working towards equal opportunities for all, in all aspects of its work.

## **Smoking Policy**

Galloway's has a non-smoking policy throughout the organisation.

# Information for Candidates

## Information required from your application

Galloway's provides an application form for all candidates to complete

### **Job Description and Person Specification**

A Job Description and Person Specification are enclosed which detail the main responsibilities and duties required. As part of your application please provide a 'Supporting Statement'. This should describe how your skills, knowledge, experience and qualities match those described within the person specification. The Person Specification highlights which requirements are essential and which are desirable and so please use your supporting statement to demonstrate how you meet the criteria.

Within your 'Supporting Statement' you need to give examples of how you meet the requirements which you will be shortlisted against. If you have gained the necessary skills and experience in a voluntary capacity you should include details of this in your supporting statement.

### **People with a Disability**

We aim to provide information to candidates in the right format for them. If you have not received information in the right format for your needs, please let us know. Candidates selected for interview should inform us of any special needs they may have in relation to the interview as soon as possible.

## **Interview and Selection**

Interviews are normally carried out by a panel and verbal feedback will be provided to candidates selected for interview.

If you are selected for interview you will be notified within 1 week of the closing date. If you have not heard within 3 weeks, you should assume you have not been successful in your application. As a non-profit making organisation, and in order to keep our administrative costs low, we are unable to confirm receipt of your application.

## **References**

You should provide details of references from your current or most recent employer and the referee should be either your line manager or the personnel department. References will be taken for the previous three year's employment and details should be provided for this period.

## **Declaration**

For this post Galloway's will seek clearance from the Disclosure and Barring Service.

## **Data Protection**

Information provided by candidates as part of their application will be held for the purposes of this recruitment only and will then be destroyed. Information provided by the appointed candidate will be retained in relation to their employment contract.

# Equal Opportunities Policy

## Introduction

Galloway's recognises that discrimination and inequality are still widespread in society as a whole. We are therefore working to achieve Equal Opportunities for all staff irrespective of disability, ethnic origin, gender, marital status, age, sexual orientation, religious belief or ideology. This applies to employment, to our service provision and to our relationships with external organisations.

Galloway's policy on Equal Opportunities applies to all Trustees, all employees and trainees, volunteers, receivers of our services, organisations that we work with and those who act on our behalf.

## Aims of our Policy

To demonstrate the commitment of Galloway's in being a fair and reasonable employer and service provider.

To ensure that the individual potential of all employees is recognised and that their talents and resources are utilised to the full. Furthermore that no individual employee or group of employees receives less favourable treatment in relation to employment or access to resources.

To ensure that all our staff promote equality in the workplace and in the services we deliver.

## **Commitment: Galloway's will:**

- Recognise and comply with its legal obligations under the Race Relations Act, the Sex Discrimination Act, the Equalities Act and any other statutes in force
- Fulfil its social responsibilities towards employees, potential employees and the communities in which we operate
- Review all policies, procedures and practices, relating to all aspects of employment, to ensure that they reflect Galloway's commitment to equal opportunities, amending and updating them where appropriate.
- Ensure that all customers, clients and people who use our services are treated fairly and equitably and receive the services appropriate to their needs
- Recognise and embrace the benefits of diversity throughout the organization including the protected characteristics of Equalities Act 2010: Age, Disability, Gender reassignment, Marriage and civil partnership, Pregnancy and maternity, Race, Religion or belief, Sex, Sexual orientation

## **Responsibility**

All employees have a responsibility for implementing the Equal Opportunities policy in all aspects of their work and for promoting good and non-discriminatory practices. The Chief Executive has overall responsibility for implementation of equal opportunities and good practice.

Reviewed October 2017