

Job Pack

Community Sight Loss Advisor



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Welcome

We are delighted to offer this exciting opportunity to provide support to those experiencing sight loss as a **Community Sight Loss Advisor**. We have a number of positions available covering various areas in our area including **North Lancashire (22.5 hours per week)**, **Southport and Sefton (full time 37 hours per week)** and a **peripatetic worker providing cover where required (30 hours per week)**. We hope that you find all the information you need in this pack, or on our website (www.galloways.org.uk), to help you apply for this inspiring role. If you need more information or would just like to chat about the opportunity, then please don't hesitate to get in touch.

About Us

Galloway's is the leading local charity supporting people affected by sight loss in Lancashire and Sefton. We are currently going through an extensive change programme as we re-design our organisation ensuring we continue to put blind and partially sighted people at the heart of everything we do.

About You

You will have experience in providing information and advice to a variety of people, have a positive attitude and share our passion to embrace creative ways of reaching more people affected by sight loss. You will have excellent

interpersonal communication skills and the ability to work in building partnerships with a range of agencies, recognising this is vital to ensure we are integrated into our communities. Working as part of our community team you will ensure that our help and support is accessible and meets the needs of those who need our services. You will want to make a difference!

I encourage all interested candidates to get in touch for an informal discussion about the role and the work of Galloway's. Please email me on rachel.watkinson@galloways.org.uk or call 01772 744148.

Rachel Watkinson

Head of Services & Development



Job Description

Job Title	Community Sight Loss Advisor
Responsible to	Community Services Manager
Salary	£23,000 per annum FTE
Positions Available	North Lancashire (22.5 hours) Southport and Sefton (37hours)
Location	Peripatetic worker covering Lancashire and Sefton (30hours) Community based with an office base at one of our offices.

Role Outline

By providing community based person centred information, advice and support services to people affected by sight loss, this role will enable people living with sight loss to achieve connection, choice and confidence, delivering the best outcomes for everyone

Key responsibilities: Information, Advice and Support Services

- Effective planning and organisation of community presence/ clinic sites and work with the Communications team to publicise these.
- To respond to and follow up telephone and email enquiries relating to sight loss for people case allocated to you.
- To provide impartial information, advice and guidance to people in the community to enable them to make informed decisions.
- Effective use of Galloway's assessment tool including triage, assessment and follow up process.
- To provide an integrated and holistic client led support plan, focused on the provision of appropriate outcome goals.
- To provide short term interventions to support people with sight loss to overcome challenges, make adaptations and connect with services that enable them to develop and maintain independence.
- To avoid dependency by concentrating on strategies which empower the individual and give them the confidence and skills to progress to successful independent living
- To support people to identify aids and equipment to aid their independence and to place their own orders for equipment. Manage stock levels and administration accordingly.

- In conjunction with other members of the team, support and facilitate social opportunities and support groups.
- In conjunction with other members of the team, support and deliver learning opportunities to enable those affected by sight loss to learn new skills and develop confidence.
- Support the recruitment of volunteers for service delivery
- To work with the Volunteer Manager to ensure that volunteers are effectively mentored in their work supporting service users
- Provide cover for other members of the team when required. .

Community Engagement

- To research the work of other organisations locally and nationally and actively promote the service in the local community and via professional networks
- To identify local stakeholders such as eye clinics, opticians, doctors, and other appropriate community organisations and attend local meetings and events.
- To be proactive in developing clear referral pathways into Galloway's by liaising with a range of health and social care partners and community groups to increase the number of service users we are able to support.

- To encourage individuals and agencies to refer people with sight loss to Galloway's services.
- To provide basic training relating to sight loss to local businesses and community groups to support better client integration in the community.
- To signpost people or make referrals to organisations who offer services to people affected by sight loss.
- To support people with sight loss to develop links with other service providers, community groups/activities and volunteers/befrienders, where appropriate

Organisation and Administration

- To actively manage a caseload, making appointments and prioritising tasks as appropriate.
- To work to meet qualitative and quantitative targets and to collect statistical information to monitor progress against targets.
- To maintain accurate records, complete relevant project documentation and database inputting for monitoring and reporting purposes.
- To share and disseminate good practice information within the team.

- To gather feedback as required.
- Compilation of risk assessments for each activity undertaken.

Supporting the Strategy

- To contribute positively to the success of all Galloway's strategic aims, recognising the importance of integrated working
- Embrace project working and cross team working to drive the success of our strategic aims
- 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 across the organisation to maximise four key dependencies to ensure strategic success, these are: Impact, Digital, Community, and Communications

Professional Development

- Take responsibility for one's own professional development and attend conferences, training, networking and other events as appropriate
- Attend all mandatory training required by Galloway's
- To actively participate in the organisation's performance management processes including appraisal and induction

All Galloway's employees are expected to

- Uphold the values of Galloway's and behave in a professional manner at all times to support our vision and mission
- Value equality and diversity and comply with relevant equality legislation
- Cooperate with colleagues, encourage and support positive working relationships (both internally and externally) and foster a culture of respect and consideration at work
- Ensure that all work is undertaken in accordance with health and safety legislation rules and regulations. To follow procedures and be aware of matters that relate to the duties of the post
- Work with your line manager to ensure your wellbeing is paramount along with the wellbeing of others whilst at work

- Work within all Galloway's policies and procedures
- Communicate a positive image of Galloway's and protect its reputation

Additional Duties

- Willingness to travel within the area and the community we work within
- Ability to work evenings and weekends as required
- Ensure value for money and best use of resources in all activities related to the post
- Any other reasonable duties as may reasonably be required by your line manager

This role profile will be reviewed in consultation with the post holder in the light of on-going and changing organisational needs and will form the basis for performance appraisal.

Galloway's has a multi-skilled team seeking to reach out to people affected by sight loss in a way that helps them most. You may therefore be expected to accept a different or unusual task or role.



Living With
Sight Loss
Course

What we're looking for in a Community Sight Loss Advisor



What we are looking for in a Eye Clinic Liaison Officer

The following information is used to help identify suitable candidates and to ensure that all applicants are judged on fair and objective criteria, which is relevant to the post.

We will be looking for applicants who can show that they meet these requirements. You should therefore use the information below to help you complete your application form. This information will be used as part of the shortlisting process.

Experience and Qualifications

- Good standard of education
- Competent in the practical application of Microsoft Office – Outlook, Word and PowerPoint
- Experience of maintaining electronic records
- Experience in providing information, advice and guidance
- Strong administrative skills including record keeping and report writing

Knowledge and Skills

- Excellent communication skills both written and verbal.
- Experience of forging links and partnerships with local charities and organisations.
- 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.
- Understanding of the issues facing people affected by sight loss.

Qualities and competencies

- 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.

How to apply

Information required from your application

Please submit your CV and covering letter of no more than two sides of A4 explaining why you are what we are looking for to rachel.watkinson@galloways.org.uk

Closing date - 10th April 2022

- If there are any gaps in your employment, please include details of these in your application
- If we do not receive your application form by the closing date, we will be unable to process your application further.

Job Description

A Job Description is enclosed which details 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 job description. The what we are looking for section highlights which requirements will be used to shortlist candidates through your application.

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 requirements they may have in relation to the interview as soon as possible.

Interview and Selection

We are exploring new and creative ways to get the best out of all candidates.

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. We might choose to carry out elements of the interview process by telephone or Zoom as well as face to face.'

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.

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.



Supporting Information



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, Finance, Income Generation, Administration, Service Activities and our Social Enterprise, Brew Me Sunshine.

The Strategic Leadership Team comprises of the Chief Executive, Head of Income Generation and Communications, Head of Services and Development and Head of Central Resources. We have a highly skilled Services Team delivering support and guidance across Lancashire and Sefton. Our highly successful Income Generation and Communications Team manages activities which largely comprise of events, corporate, community, individual giving, legacy, social media and marketing.

Our Central Resources team comprises of the Chief Executive, Head of Central Resources, and a team of people supporting the whole organisation. Our social enterprise coffee shop in Morecambe also sits in the Central Resources team.



'Brew Me Sunshine' Our social enterprise coffee shop in Morecambe.

Our approach to Equality Diversity and Inclusion

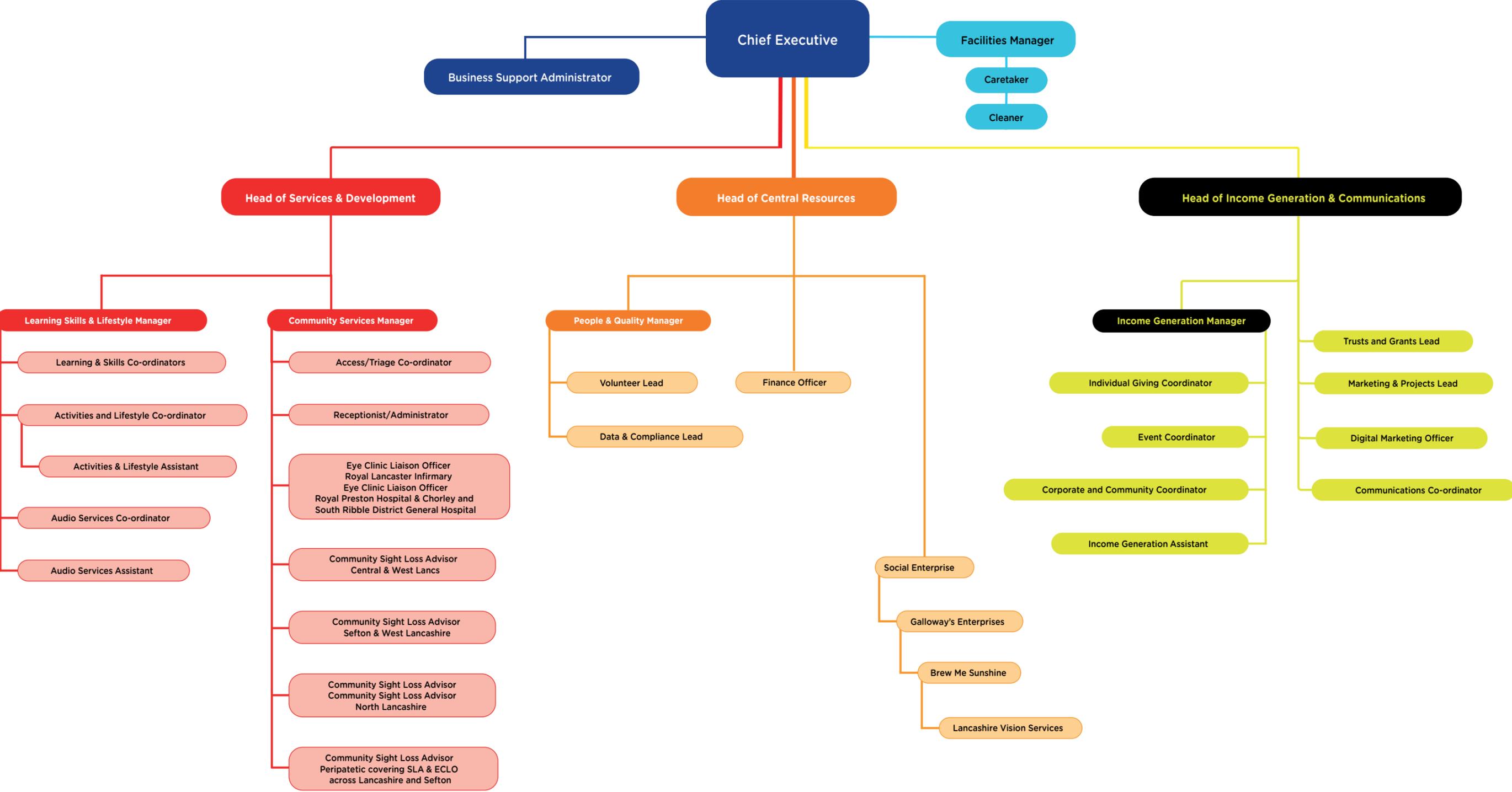
Diversity and inclusion are more than just words for us. They're the principles we want to guide how we build our teams, develop leaders and create an organisation that's the right fit for every person. Our aim is to support our multicultural communities and we want to reflect that at Galloway's.

We welcome applications from people with sight loss and other disabilities. We want our recruitment process to be as accessible as possible. If you need us to make an adjustment or provide additional support as you apply for a role, please email recruiting manager who will contact you to discuss how we can help.



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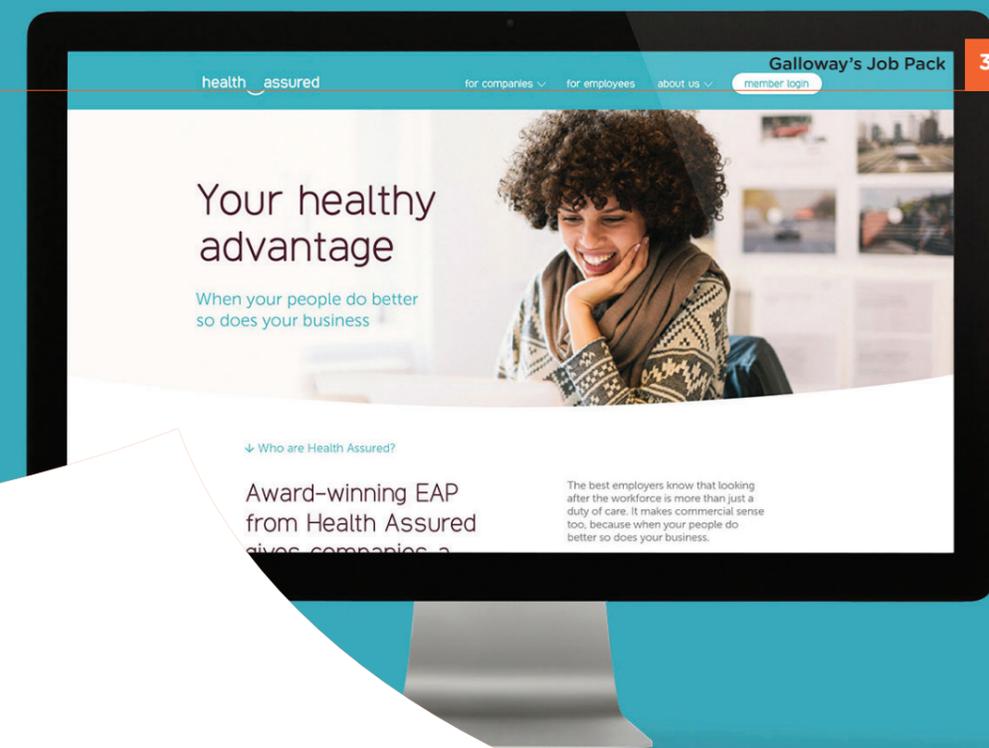
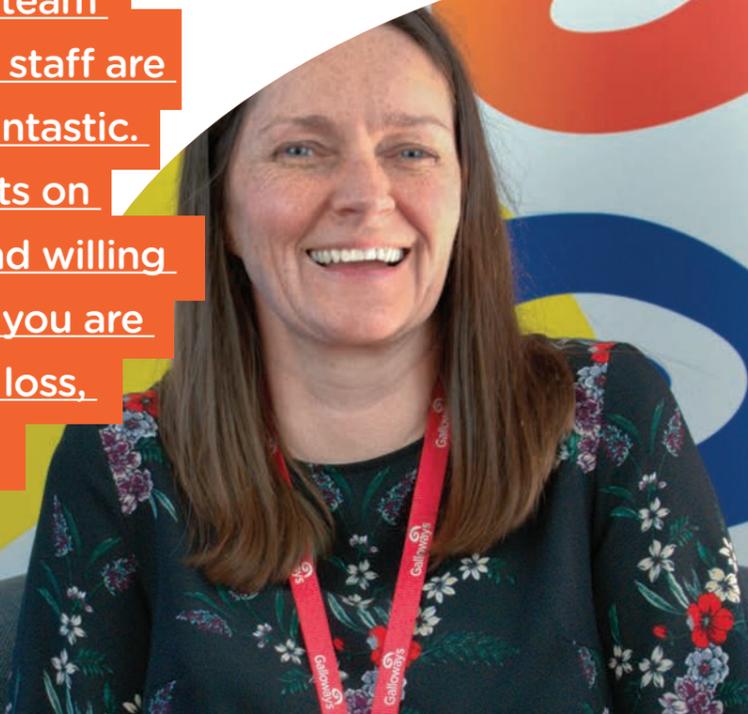
Our Staffing Structure



Benefits of working for Galloway's

- We will offer to contribute 3% of salary into a Stakeholder Scheme.
- All colleagues have 24 days holiday per year (FTE) after 3 years with us we will give you another 3 days and after 5 years an additional 2 days.
- Compassionate Leave - we recognise that we need to be there for our colleagues when they need us most which is why we provide individual support based on individual need.
- We are absolutely committed to your Learning and Development which is why we are investing in a People Manager to help us develop a new plan accessible for all colleagues.

"It is a great team here and the staff are absolutely fantastic. Everyone gets on really well and willing to help, so if you are new to sight loss, don't worry"



- Our Employee Assistance Scheme provides a range of independent support options including advice on managing your own health and wellbeing.
- We recognise that supporting people through sickness absence is important which is why we have a generous sick pay policy which improves year on year.
- Our internal communications is as important as our external communications. No matter what you do for Galloway's we want you to have a sense of belonging to how we really make a difference.
- We provide free parking at two of our offices
- We recognise and respect that some people may need time off for religious observance
- We are currently exploring other options to make sure we are providing all that we can for our amazing team!

About Us

**Almost two million people in the UK are living with sight loss.
That's approximately one person in thirty.**

Sight loss affects people of all ages, but as we get older we are increasingly likely to experience sight loss.

1 in 5 people aged 75 and over are living with sight loss.

1 in 2 people aged 90 and over are living with sight loss.

Nearly two-thirds of people living with sight loss are women.

People from black and minority ethnic communities are at greater risk of some of the leading causes of sight loss.

Age-Related Macular Degeneration is by far the leading cause of blindness in adults. Other significant causes of sight loss are glaucoma, cataracts and diabetic retinopathy.

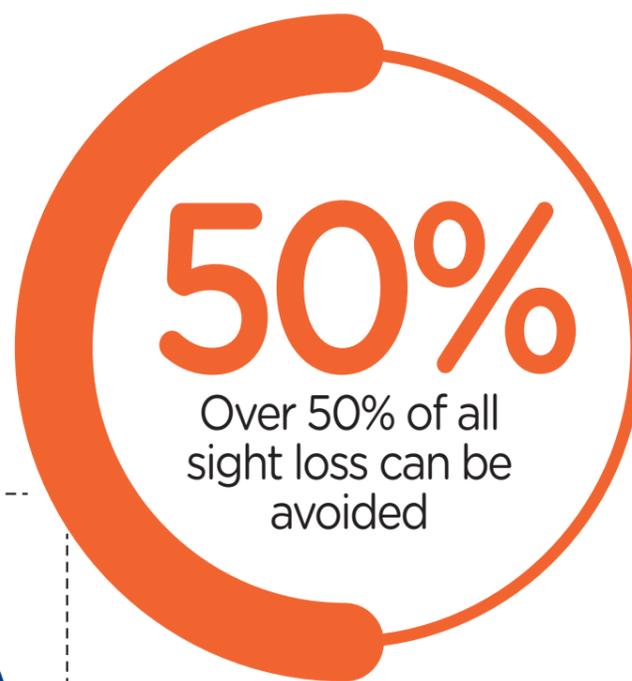
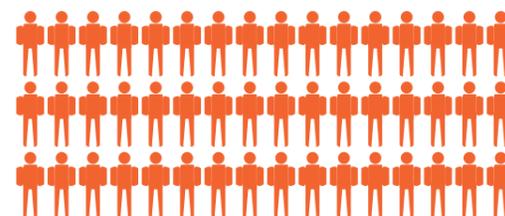
The number of people in the UK with sight loss is set to increase dramatically in the future. As we get older we are increasingly likely to experience sight loss, and the UK population is ageing. In addition, there is a growing incidence in key underlying causes of sight loss, such as obesity and diabetes. This means that, without action, the number of people with sight problems in the UK is likely to increase dramatically over the next 25 years.



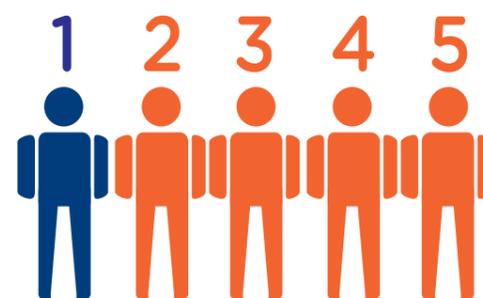
In numbers

50,000

The estimated number of people living with sight loss in Lancashire and Sefton



Every day over 100 people in the UK will start to lose their sight



1 in 5 people aged 75+ are living with sight loss



Depression is much higher in those people with sight problems



Come and join our team
and help us to make a
difference to even more lives...

Let's talk.

Howick House

Howick Park Avenue

Penwortham

Preston PR1 0LS

enquiries@galloways.org.uk

01772 744148

www.galloways.org.uk