

## ADVERT



**Job Title:** Advocacy/IAG Officer

**Hours of Work:** Fixed term contract, terminating April 2024.

3 days per week (24 hours), flexible working is essential. Days of work will be agreed upon appointment.

**Workplace:** Based in Wolverhampton and working across the Black Country and the surrounding areas, including working from home, where required.

Zebra Access CIO, a local Deaf, Deafblind and Hard of Hearing charity based in Wolverhampton. Funding from the National Lottery Community Fund has been secured to further develop and provide services to Deaf, Deafblind and Hard of Hearing people and communities over the next 2 years. This new project will address the main needs of Deaf, Deafblind and Hard of Hearing people in Wolverhampton, Black Country and the surrounding areas by providing appropriate access to information and services where service users can go to discuss their issues, be signposted to appropriate services and be supported in their preferred communication method (i.e. British Sign Language, sign supported English, lip-reading etc). The project will also aim to develop an accessible society to meet the communication needs of Deaf, Deafblind and Hard of Hearing people, by offering community development, advocacy, wellbeing and communication awareness services. The Advocacy/IAG Officer will be instrumental in supporting Deaf, Deafblind and Hard of Hearing people/communities and the development of Zebra Access services, with support from the Project Development Manager.

This is a new project funded by the National Lottery through the National Lottery Community Fund and candidates applying for this role will need to:

- Provide individual and community advocacy and IAG support to local Deaf, Deafblind and Hard of Hearing people and communities.
- Be a self-starter and be able to work on their own initiative.
- Be a fluent BSL user.
- Have experience of working and communicating with Deaf, Deafblind and Hard of Hearing people in a variety of settings.

**We are looking for someone who is passionate about:**

- Advocacy/IAG.
- Supporting, inspiring and mentoring Deaf, Deafblind and Hard of Hearing people.
- Ensuring that Deaf, Deafblind and Hard of Hearing people are enabled to express their views and opinions.
- Increasing societal awareness of Deaf, Deafblind and Hard of Hearing people and communities.
- Working towards eliminating the barriers that Deaf, Deafblind and Hard of Hearing people face on a daily basis.

If you feel that you are the kind of person we are looking for to lead and deliver this project, please contact Chris Beech at [chris@zebra-access.com](mailto:chris@zebra-access.com) for an informal discussion or details of the job description/person specification.

How to apply:

- Send your CV and covering letter, stating why you feel you are the best person for this job, by email to: [chris@zebra-access.com](mailto:chris@zebra-access.com)

Application deadline: 5pm, 4<sup>th</sup> April 2022.

Interviews: To be held within 2 weeks after the deadline.

## JOB DESCRIPTION



**JOB TITLE: Advocacy Officer (Funded by the National Lottery Community Fund)**

**PLACE OF WORK:** Based in Wolverhampton and working across the Black Country and surrounding areas, including working from home, where required.

**PURPOSE OF THE JOB:** To provide general advocacy/IAG support to local Deaf, Deafblind and Hard of Hearing people and communities. Also, to support the development of services offered by the Zebra Access team.

### KEY RESPONSIBILITIES

- Provide advocacy/IAG to local Deaf, Deafblind and Hard of Hearing people on an individual basis, either as a one-off or through regular sessions at a variety of locations.
- Support Deaf, Deafblind and Hard of Hearing people with processing their forms, complaints, applications, queries and so on.
- Actively engage with local Deaf, Deafblind and Hard of Hearing people and communities to identify the issues that are affecting their lives; respond to these identified needs through empowerment and active participation.
- Work with Deaf, Deafblind and Hard of Hearing people who have been identified as having issues relating to mental health and/or substance abuse.
- Provide case studies detailing the experiences of Deaf, Deafblind and Hard of Hearing people and communities.
- Perform administrative duties including, producing monthly monitoring reports and statistics relating to performance against targets.
- Provide accurate information and advice to Deaf, Deafblind and Hard of Hearing/hard of hearing people and service providers in relation to current opportunities and support available.
- Flexibility in your working hours will be required, as you may be asked to represent the organisation at meetings outside normal working hours, or to complete any other duties and responsibilities that are commensurate with this role.
- Respect confidentiality and carry out all of your responsibilities in a professional manner at all times, in compliance with Zebra Access' policies.

**Date:** March 2022

**PERSON SPECIFICATION**



<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>QUALITIES/ KNOWLEDGE</b>	
<ul style="list-style-type: none"> <li>• Minimum of GCSE level education or equivalent</li> <li>• Fluent BSL user</li> <li>• Have an in-depth understanding and knowledge of the practical and social issues facing Deaf, Deafblind and Hard of Hearing and hard of hearing people/communities on a daily basis</li> <li>• Have excellent listening skills and empathy with Deaf, Deafblind and Hard of Hearing people who require advocacy/IAG support</li> <li>• An understanding of the Equalities Act (2010)</li> <li>• Work autonomously, with minimal supervision</li> <li>• Demonstrate a positive and non-judgmental attitude</li> </ul>	<ul style="list-style-type: none"> <li>• Hold a relevant certificate for Independent Advocacy or demonstrate willingness to undergo training to obtain the certificate</li> <li>• An understanding of effective project caseload management including; report writing, maintaining confidentiality and monitoring progress</li> </ul>
<b>EXPERIENCE</b>	
<ul style="list-style-type: none"> <li>• Experience of supporting or providing information to vulnerable Deaf, Deafblind and Hard of Hearing people/communities</li> <li>• The ability to achieve outcomes and results within agreed timescales</li> <li>• Managing a caseload and monitoring progress</li> <li>• Experience in giving advice &amp; guidance</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in delivering advocacy services</li> <li>• General IT ability in using MS Office, Internet and/or other software packages</li> </ul>

OTHER INFORMATION	
<ul style="list-style-type: none"> <li>You will need to demonstrate a willingness to travel and to occasionally work outside of normal office hours, when required.</li> <li>The successful applicant will need to undergo an Enhanced Disclosure and Barring Service (DBS) check.</li> </ul>	<ul style="list-style-type: none"> <li>Full current driving license required, with access to a vehicle for work purposes (consideration will be given to alternative travelling proposals in respect of applicants with a disability who cannot hold a license).</li> </ul>

**Date:** March 2022

## TERMS AND CONDITIONS



### Listed below are some of the key benefits of working with us

A statement of the main terms and conditions of service will be supplied upon offer of appointment. The information given below is intended as a guideline for candidates.

**POST:** Advocacy/IAG Officer (3 days per week – 24 hours – days of work to be agreed).

**CONTRACT TYPE:** Fixed term to April 2022.

**SALARY:** The salary for this post is £23-25,000 per annum, pro rata depending on experience and qualifications.

**PROBATIONARY PERIOD:** Confirmation of appointment is subject to the successful completion of a 3-month probationary period.

**HOURS:** 24 hours per week, however, it may be necessary to work additional hours to complete your duties, for which time in lieu will be awarded accordingly.

**HOLIDAYS:** The annual leave year is from 1 January to 31 December. The entitlement for this post is 20 days plus 8 days statutory holidays pro rata per year, with additional privilege days awarded at the discretion of the board.

**PENSION:** A Pension scheme is available to all Zebra Access employees.

**EQUAL OPPORTUNITIES:** Zebra Access has an Equal Opportunities Policy and all employees are expected to develop an understanding of and commitment to equal opportunities.

*This post is exempt from the terms of the Rehabilitation of Offenders Act exemption order 1975 and you are therefore required to disclose all criminal convictions and cautions including those, which are 'spent'.*

*This post is also subject to a Disclosure and Barring Service clearance (formerly Criminal Records Bureau clearance) Access NI / Disclosure Scotland clearance. All successful candidates must satisfactorily clear a criminal records and ISA Vulnerable Adults Barred List check.*