

ADVERT



Job Title: Healthy Living Support Officer

Hours of Work: One-year fixed term contract, 2.5 days per week (20 hours), flexible working is essential. Days of work and start date 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 is a local Deaf, Deafblind and Hard of Hearing charity based in Wolverhampton. Funding from **The Eveson Trust** has been secured to further develop and provide healthy living services to Deaf, Deafblind and Hard of Hearing people and communities for one year. This new project will address the main health and wellbeing needs of Deaf, Deafblind and Hard of Hearing people in Wolverhampton, Black Country and the surrounding areas by providing appropriate access to information, support and services where service users can go to discuss their issues, be signposted to other 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 access to community development, advocacy, wellbeing and communication awareness services. The Healthy Living Support 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 team and the Operations Manager.

This is a new project kindly funded by The Eveson Trust and candidates applying for this role will need to demonstrate the below skills:

- Challenge new and existing wellbeing barriers that many Deaf, Deafblind and Hard of Hearing people experience due to communication and society barriers
- Develop and provide 1 to 1 and group support to Deaf, Deafblind and Hard of Hearing people to build their stability, confidence and well-being, develop healthy living consciousness, workshops and ultimately engage in the wider community.
- Work with local and Deaf related health organisations and partners to ensure their well-being services and activity provision are accessible to Deaf, Deafblind and Hard of Hearing people to reduce social isolation and improve their well-being.
- Be a self-starter and able to work at your own initiative.
- Be a fluent BSL user.
- Have experience of working and communicating with a range of people in a variety of settings.

We are looking for someone who is passionate about:

- The wellbeing of Deaf, Deafblind and Hard of Hearing people.
- Developing access to relevant services.
- Increasing awareness of Deaf, Deafblind and Hard of Hearing people's wellbeing barriers.
- Working towards eliminating the barriers that Deaf 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 and require further info, please contact our Operations Manager, Robyn Swannack via email at robyn@zebra-access.co.uk to arrange an informal discussion or for clarification around 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: robyn@zebra-access.co.uk

Application deadline: 5pm, Friday 8th May 2026.

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

JOB DESCRIPTION



JOB TITLE: Healthy Living Support Officer (Funded by The Eveson Trust)

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 healthy living and wellbeing activities and support to local Deaf, Deafblind and Hard of Hearing people and communities and to support the development of other services offered by the Zebra Access team.

KEY RESPONSIBILITIES

- Develop and provide 1 to 1 and group health and wellbeing support to all Deaf, Deafblind and Hard of Hearing people including face to face, video calls, workshops and other services, as required.
- Co-ordinate service and community activities to ensure effective service delivery, working closely with the Operations Manager, Health and Wellbeing Officer and other members of Zebra Access team as required.
- Actively engage with local Deaf, Deafblind and Hard of Hearing people and communities to identify the areas where communication barriers are affecting their lives; respond to these identified needs through training and active participation.
- Work with local Deaf, Deafblind and Hard of Hearing people and communities, schools, colleges and other relevant organisations / service providers.
- Ensure all services meet Quality and Organisational Standards, including responding appropriately to safeguarding issues, where required.
- Perform administrative duties such as producing monthly monitoring reports and statistics, including impact measures and capturing case studies detailing the experiences of participants, organisations and communities.
- Provide accurate information and advice to hearing people and service providers in relation to current opportunities and support available.
- Work effectively with other members of the Zebra Access team to support Deaf, Deafblind and Hard of Hearing people and communities.
- 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 always carry out your responsibilities in a professional manner, in compliance with Zebra Access' policies.

Date: April 2026

PERSON SPECIFICATION



ESSENTIAL	DESIRABLE
QUALITIES/ KNOWLEDGE	
<ul style="list-style-type: none"> • Minimum of GCSE level education or equivalent • Fluent BSL user • 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 • Have excellent listening skills and empathy with Deaf, Deafblind and Hard of Hearing people who require healthy living and wellbeing support • An understanding of effective project caseload management including report writing, maintaining confidentiality and monitoring progress • An understanding of the Equalities Act (2010) • Work autonomously, with minimal supervision • Demonstrate a positive and non-judgmental attitude 	<ul style="list-style-type: none"> • An understanding of effective project caseload management including report writing and monitoring progress. • Completed Mental Health First Aid training.
EXPERIENCE	
<ul style="list-style-type: none"> • Experience of supporting or providing health and wellbeing support to vulnerable Deaf, Deafblind and Hard of Hearing people/communities • The ability to achieve outcomes and results within agreed timescales 	<ul style="list-style-type: none"> • General IT ability in MS Office, Internet and/or other software packages

<ul style="list-style-type: none"> • Managing a caseload and monitoring progress 	
OTHER INFORMATION	
<ul style="list-style-type: none"> • You will need to demonstrate a willingness to travel and to occasionally work outside of normal office hours, when required. • The successful applicant will need to undergo an Enhanced Disclosure and Barring Service (DBS) check. 	

Date: April 2026

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: Healthy Living Support Officer (2.5 days per week – 20 hours – days of work to be agreed).

CONTRACT TYPE: One-year Fixed term.

SALARY: The salary for this post is £27,000 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: 20 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.