



Zebra Access is delighted to announce that funding from the Lottery's Know Your Neighbourhood Fund has been secured to develop outreach service for Deafened and Hard of Hearing people in the Black Country and surrounding areas by providing appropriate access to information and services.

The new role of **Outreach Officer** will be instrumental in supporting Deafened and Hard of Hearing people with support from the Project Development Manager and team.

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

- Challenge new and existing barriers that many Deafened and Hard of Hearing people experience due to communication and society barriers (especially with face coverings).
- Develop and provide 1 to 1 and group support, activities and training to Deafened and Hard of Hearing people to build their stability, confidence and well-being, and ultimately engage in the wider society.
- Work with local and health organisations and partners to make sure their services and activity provision are accessible to Deafened and Hard of Hearing people to reduce social isolation and improve their well-being.
- Be a self-starter and able to work on your own initiative.
- Have experience of working and communicating with a range of Deafened and Hard of Hearing people in a various settings.

We are looking for someone who is passionate about:

- Supporting Deafened and Hard of Hearing people.
- Developing access to relevant services
- Improving Deafened and Hard of Hearing people's access and communication needs.
- Working towards eliminating the barriers that Deafened and Hard of Hearing people face on a daily basis.

**Job Title:** Outreach Officer

**Hours of Work:** Fixed term contract commencing May 2023 until April 2025 based on 2 days per week (16 hours) equivalent. Flexible working is essential. Days/hours of work will be agreed upon appointment.

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

If you feel that you are the kind of person we are looking for to lead and deliver this project, please apply accordingly below:

**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) or by post to: Zebra Access, Creative Industries Centre, Wolverhampton Science Park, Glaisher Drive,

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**Zebra Access CIO**

Creative Industries Centre, Wolverhampton Science Park,  
Glaisher Drive, Wolverhampton, WV10 9TG  
Registered in England and Wales

Charity Number: 1149181

**T** 01902 421 919  
**E** [info@zebra-access.com](mailto:info@zebra-access.com)  
**W** [www.zebra-access.com](http://www.zebra-access.com)  
VAT Registration: 150 8933 05



Wolverhampton, WV10 9TG.

Application deadline: **17th April 2023 - 5pm.**

Interviews will take place within couple of weeks after the deadline.

Please contact [Chris Beech at chris@zebra-access.com](mailto:chris@zebra-access.com) or on 01902 421919 if you have any further queries or wish to have an informal discussion about the vacancy.

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## **JOB DESCRIPTION**

### **JOB TITLE: Outreach Officer (funded by the Big Lottery Fund)**

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

### **PURPOSE OF THE JOB:**

- To develop and provide effective and efficient support to ensure services are delivered with a particular focus on well-being; face-to-face and video call support to enable increased social connections and reduced isolation of Deafened and Hard of Hearing people.
- Challenge new and existing well-being barriers that many Deafened and Hard of Hearing people experience due to communication and society barriers (especially with face coverings) and sudden hearing losses.
- Provide 1 to 1 and group support to Deafened and Hard of Hearing people to build their stability, confidence and well-being, and ultimately engage in the wider society.
- Work with local and health organisations and partners to make sure their services and activity provision are accessible to Deafened and Hard of Hearing people to reduce social isolation and improve their well-being.

### **KEY RESPONSIBILITIES**

- Develop and provide 1 to 1 and group well-being support to all Deafened 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 Wellbeing and Community Development Officers, as required.
- Actively engage with local Deafened and Hard of Hearing people and communities to identify the areas where hearing loss barriers are affecting their lives; respond to these identified needs through training and active participation.
- Work with local Deafened 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 bi-monthly monitoring reports and statistics, including impact measures and capturing case studies detailing the experiences of participants, organisations and communities.

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- 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 Deafened 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 carry out your responsibilities in a professional manner at all times, in compliance with Zebra Access' policies.

**Date:** April 2023

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## PERSON SPECIFICATION

ESSENTIAL	DESIRABLE
<b>QUALITIES/ KNOWLEDGE</b>	
<ul style="list-style-type: none"> <li>• Minimum of GCSE level education or equivalent.</li> <li>• Able to maintain confidentiality.</li> <li>• Undergone training and have an in-depth understanding of the Safeguarding and Equalities Act (2010).</li> <li>• Work autonomously, with minimal supervision.</li> <li>• Demonstrate a positive and non-judgmental attitude.</li> <li>• Have in-depth understanding of impact and issues that Deafened and Hard of Hearing people face daily.</li> </ul>	<ul style="list-style-type: none"> <li>• An understanding of effective project caseload management including report writing and monitoring progress.</li> <li>• Completed Mental Health First Aid training.</li> </ul>
<b>EXPERIENCE</b>	
<ul style="list-style-type: none"> <li>• Experience of providing outreach support or equivalent.</li> <li>• Lived experience or experience supporting Deafened or Hard of Hearing person.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in giving advice &amp; guidance to clients</li> <li>• General IT skills (MS Office, Internet and/or other software packages).</li> </ul>
<b>OTHER INFORMATION</b>	
<ul style="list-style-type: none"> <li>• You will need to demonstrate a willingness to travel and to work outside of normal office hours, when required.</li> <li>• The successful applicant will need to undergo an Enhanced Disclosure and Barring Service 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>

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## 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:** Outreach Officer

**CONTRACT TYPE:** Fixed term May 2023 to March 2025.

**SALARY:** The salary for this post is £24,000 pro rata per annum

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

**HOURS: 16** hours per week (equivalent of 2 days per week). Days/evenings of work to be agreed. 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.*

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