



ADVERT

Zebra Access is delighted to receive funding from the National Lottery Reaching Communities Fund to provide IAG/Triage services to the local Deaf community across the Black Country and surrounding areas over the next 3 years.

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

- Provide individual and community IAG/Triage 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
- Ideally possess background experience in an IAG setting, signposting to other services, holds relevant IAG qualifications or prepared to attend relevant IAG courses to further their IAG career.

We are looking for someone who is passionate about:

- IAG/Triage working for a better streamlined service for the CIO.
- 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.

JOB TITLE: IAG/Triage Officer (2 days per week – 16 hours – days of work to be agreed).

CONTRACT TYPE: Fixed term to September 2024.

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

HOURS: 16 hours per week. Flexible working is essential. Days of work will be agreed upon appointment, however, it may be necessary to work additional hours to complete your duties, for which time in lieu will be awarded accordingly.

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

How to apply:

Zebra Access CIO, Creative Industries Centre,
Wolverhampton Science Park, Glaisher Drive, WV10 9TG.
Zebra Access CIO registered charity number: 1149181

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

Application deadline: 5pm, Wednesday 25th September 2024.

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

Please contact Zebra Access' Managing Director, Bob Marsh by email: bob@zebra-access.com if you have any further queries or wish to arrange an informal discussion about the vacancy.



Job Title: IAG/Triage Officer

Hours of Work: Fixed term contract, terminating September 2027.
2 days per week (16 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 3 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 Specialist IAG/Triage 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 Leader and Managing Director.

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- Provide individual and community IAG/Triage 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
- Ideally possess background experience in an IAG setting, signposting to other services and/or prepared to attend relevant IAG courses to further their IAG career.

We are looking for someone who is passionate about:

- IAG/Triage working for a better streamlined service for the CIO.
- 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 Zebra Access' Managing Director, Bob Marsh by email: bob@zebra-access.com 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: bob@zebra-access.com

Application deadline: 5pm, Wednesday 25th September 2024.

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

JOB DESCRIPTION



JOB TITLE: Specialist IAG/Triage 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 IAG/Triage 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 IAG/Triage services 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, utilizing signposting to relevant services and support groups.
- 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 and inputting relevant client details on Charity Log.
- 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 always carry out all of your responsibilities in a professional manner, in compliance with Zebra Access' policies.

Date: August 2024

PERSON SPECIFICATION



ESSENTIAL	DESIRABLE
QUALITIES/ KNOWLEDGE	
<ul style="list-style-type: none"> • Hold a relevant certificate for Information Advice and Guidance (IAG) minimum Level 2/3 • 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 IAG/Triage support • 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, maintaining confidentiality and monitoring progress
EXPERIENCE	
<ul style="list-style-type: none"> • Experience of supporting or providing information to vulnerable Deaf, Deafblind and Hard of Hearing people/communities • The ability to achieve outcomes and results within agreed timescales • Managing a caseload and 	<ul style="list-style-type: none"> • Experience in delivering IAG services • General IT ability in using MS Office, Internet and/or other software packages

<p>monitoring progress</p> <ul style="list-style-type: none"> • Experience in giving advice & guidance 	
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. 	<ul style="list-style-type: none"> • Full current driving license desirable, with access to a vehicle for work purposes (consideration will be given to alternative travelling proposals).

Date: August 2024

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: Specialist IAG/Triage Officer (2 days per week – 16 hours – days of work to be agreed).

CONTRACT TYPE: Fixed term to September 2024.

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: 16 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.