

# Communication Support Worker (ASSIST)

## Grade 7

### **About the Service**

ASSIST's post 16 sensory service provides a range of support for people who have sensory loss in the community, in health and legal settings and at colleges and universities. A cost-recovery service, providing specialist support including but not limited to; British Sign Language interpreting (BSL), communication support, specialist notetaking, mobility and orientation training, translation, and transcription (Braille, audio, easy read) and awareness training.

### **Reporting Relationships**

**Responsible to:** ASSIST Manager

### **Key Accountabilities:**

Under the direction of the ASSIST Manager:

- To assist at an appropriate level and be involved in all areas of the curriculum including:
  - ❖ The use of a range of communication skills as appropriate
  - ❖ Notetaking within sessions as needed/appropriate to the student
  - ❖ Adaptation/Modification of written materials as needed/appropriate to the student/client
- Undertake, plan and prepare a range of assignments, maintaining records as directed to enable the assessment of a student's ability and/or progress and for audit purposes.
- Provide community support at home by explaining correspondence, making calls, booking appointments and/or interpreters and by accompanying clients to various places allowing them to access information as needed.
- Contribute to the planning and coordination of support.

- Act as a point of contact using a high degree of discretion and diplomacy, dealing with issues where possible, or where appropriate, direct to other members of staff or agencies.
- Ensuring a safe environment by assisting in practical subjects where there is a health and safety risk.
- You will be expected to practice within the spirit of the National Registers of Communication Professionals Working with Deaf and Deafblind People (NRCPD) Codes of Practice.

## Person Specification

### Qualifications/Professional membership

- BSL Level 2, 'Continuing Professional Development Award – working with Deaf Learners', RNIB 'Partners in Learning' qualification or equivalent
- Signature Level 2 certificate in Notetaking or working towards Signature Level 3 or equivalent

### Knowledge and Experience

- Significant experience working with or significant contact with young people and adults with sensory impairment
- Extensive experience of working within an education environment.
- Experience of the Deaf Community with particular experience in FE/HE services
- Experience and awareness in the use of specialist access technology.
- Knowledge of relevant legislation including the Equality Act and its implications for the Service's client base.

### Skills

- High levels of computer literacy to include MS Office, PowerPoint and Databases
- Excellent Communication (oral and written and/or signed) with proven influencing ability.
- Commitment to customer focused solutions
- Proven organisational skills
- Current driving licence and access to transport. (Adjustments will be considered where necessary as required by the Equality Act.)

**This post is designated as a Casual Car user**

**The content of this Job Description and Person Specification will be reviewed on a regular basis.**