Job Title: Communication Support Worker  
Grade: 7

Our Vision

An innovative, ambitious and sustainable county, where everyone has the opportunity to prosper, be healthy and happy.

Our Outcomes

We want everyone in Staffordshire to:

* Have access to more good jobs and share the benefit of economic growth
* Live in thriving and sustainable communities
* Be healthier and more independent for longer

Our Values

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, flourish and contribute to our ambitious plans. Our values are at the heart of the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

* Ambitious – We are ambitious for our communities and citizens
* Courageous – We recognise our challenges and are prepared to make   
  courageous decisions
* Empowering – We empower and support our people by giving them   
  the opportunity to do their jobs well.

About the Service

ASSIST provides high quality, customer centred and value for money support. ASSIST is a post 16 support service that is centrally based, serving Staffordshire and surrounds.

The aims of the post are:

* To ensure that clients/students with a sensory impairment have the fullest possible access to information and the curriculum.
* To enable clients/students to perform tasks for themselves.
* To encourage awareness of sensory impairment with staff, students and the wider community when appropriate and under the direction of the ASSIST Manager.

Reporting Relationships

Responsible to: ASSIST Manager

Responsible for:

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.
* 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

Professional Accountabilities:

The post holder is required to contribute to the achievement of the Council objectives through:

**Financial Management**

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

**People Management**

Engaging with People Management policies and processes

**Equalities**

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

**Climate Change**

Delivering energy conservation practices in line with the Council’s climate change strategy.

**Health and Safety**

Ensuring a work environment that protects people’s health and safety and that promotes welfare, and which is in accordance with the Council’s Health & Safety policy.

**Safeguarding**

Commitment to safeguarding and promoting the welfare of vulnerable groups.

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

**Person Specification**  A = Assessed at Application

I = Assessed at Interview

T = Assessed through Test

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| **Minimum Criteria for Disability Confident Scheme \*** | **Criteria** | **Measured by** |
| **employer_small** | **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 | A  A |
| **employer_small** | **Experience and Knowledge**   * 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. | A/I  A/I  A/I  A/I |
| **employer_small** | **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 | A/I  A/I  I  I |
|  | **Other**   * Current driving licence and access to transport. (Adjustments will be considered where necessary as required by the Equality Act.) | I |

**employer_small** If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview.

We are proud to display the Disability Confidence Symbol, which is a recognition given by Job centre plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, braille, another language on cassette or disc, please ask us by contacting

Talent & Resourcing Team 01785 278300