

## Job description

<b>Post:</b>	Communication Facilitators
<b>Grade:</b>	Level 3
<b>Pay Scale:</b>	Pt19
<b>Contract:</b>	Permanent
<b>Location:</b>	<b>Powys</b>

### Context

In this role you will be working as a communication facilitator supporting people with a range of hearing and / or sight difficulties to live the life they want, ensuring their risk to homelessness is minimised and risk of social isolation is reduced.

In this service you will be supporting adults across Powys.

The setting for Sense frontline workers will be:

- Community services based across Powys, we are looking to recruit 3 individuals one based in Brecon or the surrounding area, one based in the Rhayader or the surrounding area and one based in Welshpool or the surrounding area.

You will work in a particular service setting, of which more details will be provided in a one-page service profile. In line with our commitment to support people in the most flexible and person centred way we can, you may be asked to work in different services or settings in the future.



## **Purpose**

The post of communication facilitator is used to acknowledge the need to regularly work at a higher level providing support that meets the ethos of a demands led Supporting People service throughout Powys and work within the principles of Vanguard.

The main purpose of your job is to support citizens across Powys to live the life they want, enabling them to be as involved as possible in every part of their day to day lives so that they can be full and active members of society. You will work within the framework of the Sense I Statements and Vanguard Principles to:

1. Keep the needs of the citizens you are supporting at the centre of your attention at all times;
2. Enable the citizens you support to influence their services and the way they are supported;
3. Help Sense to provide a high quality service.
4. Carry out the communication facilitators role specific responsibilities.
5. Ensure the citizens we support are able to live the life they want.

## **Key Responsibilities**

**Keeping the needs of the people you are supporting at the centre of your attention at all times. This means:**

- 1.1 Listening and responding to people, using communication they understand.
- 1.2 Supporting people to take part in enjoyable, satisfying and purposeful activities
- 1.3 Supporting people to make sense of their environments and to access their communities.
- 1.4 Supporting people to learn new skills.



- 1.5 Supporting people with their health and well-being.
- 1.6 Supporting people with their behaviour, if they need this
- 1.7 Following any written plans and guidelines for each person that enhances their lives.
- 1.8 Taking into account people's age, gender, ethnic origin, religious/cultural background, abilities/disabilities, and other needs.

**Enabling the people you support to influence their services and the way they are supported. This means:**

- 2.1 Listening to what people tell you about what is important to them.
- 2.2 Using this information to contribute to developing person-centred guidelines and plans, involving families, friends and other professionals if this is appropriate.
- 2.3 Providing opportunities for people to make choices and decisions.
- 2.4 Supporting people to take part in the running of their own homes, if you work in a home environment.
- 2.5 Supporting people to speak up for them, and/or impartially speaking up for them.
- 2.6 Supporting people to keep in contact with family and friends, and to develop their social networks.

**3. Helping Sense to provide a high quality service by:**

- 3.1 Keeping all records of your work up to date and accurate.
- 3.2 Completing Sense's induction and skills development programme and attending courses arranged by your manager. Taking part in supervision. Attending and contributing to meetings.
- 3.3 Behaving respectfully all the time to the people you support, their families/friends, your colleagues, and neighbours and members of the public.
- 3.4 Helping new colleagues to get to know the people they are supporting and how to work in the service.
- 3.5 Keeping up to date with Sense's policies and practices, and following these at all times.



- 3.6 Keeping a safe, healthy and supportive environment for the people you support, yourself, your colleagues, and anyone else coming into contact with Sense.
- 3.7 You may also be expected to carry out other duties that are in line with the nature and grade of the role.
- 3.8 You will be required to carry out work during evenings and weekends.

**4. Carrying out the additional responsibilities of an experienced support worker.  
This means:**

- 4.1 Demonstrate good practice to other staff at all times
- 4.2 Guide and mentor other staff.
- 4.3 Relevant training or the equivalent to be completed within the first 6 months.

**Person Specification  
Communication Facilitator**

This section outlines the experience, knowledge, skills and abilities the job holder needs in order to fulfil the requirements of the post. Essential criteria are those which the job holder must have in order to do the job. Desirable criteria are those qualities that would be either useful, or an advantage or those which the jobholder can be trained to do.

Please use the ‘additional information’ section of the application form to evidence how you meet the essential criteria as well as how your practice reflects the ‘I’ statements.

<b>Education and Training</b>	
<b>Essential Criteria</b>	<b>Desirable Criteria</b>
	An understanding of Deafblind Manual and Block Alphabet and other methods of communication.
Willing to complete ‘Introducing British Sign Language’ through british-sign.co.uk or any other British Sign Language Training.	Working towards British Sign Language level one or two (or native sign skills)



<b>Achievements, Experience, Skills &amp; Abilities</b>	
<b>Essential Criteria</b>	<b>Desirable criteria</b>
Recent experience of providing practical support to people living with a range of sensory loss on a 1:1 basis.	Experience of working with people with sensory impairment, dual sensory impairment or people using a range of communication methods.
Experience of working independently, and able to work on own initiative as well as in a team setting	Ability to speak Welsh
Experience of handling money and accounting for expenditure	Experience of supporting people with behaviour that can challenge.
An understanding of the principles of housing related support and the supporting people programme in Powys.	Experience of using a range of person centred planning tools and of facilitating a person centred review.
Ability to support the people we provide a service for with restricted mobility (e.g. assisting with walking, guiding or working with a person who is a wheelchair user or uses a mobility aid).	Experience of working within housing related support and the principles of Vanguard.
An ability to accompany/participate in leisure activities of the person's choice, for example managing benefits, gym, swimming, accessing banks, attending groups, pubs, shopping, rally's, day trips etc.	
Number and language skills in order to support individuals with their daily activities, understand policies and procedures and to keep records.	Experience of outcome based service delivery and the required records which evidence that.



The ability to build effective working relationships with others (e.g. colleagues, professional bodies and other significant people).	
An ability to communicate effectively in written and non-written format in both formal and informal settings	
The ability to support, mentor, coach and train fellow team members	
The ability to drive and own a vehicle to travel across rural areas and to transport people.	

**The “I” statements detail essential behaviours that we value at Sense.  
“I” Statements apply to staff, trustees and people who use the services.**

**Behaviours**

- I will be honest and open
- I will listen to others
- I will respect others
- I will participate and contribute
- I will take informed risk
- I will find things to celebrate
- I will understand and respond
- No decision about me without me

**Communication Facilitators Competencies**

This job description aligns with the frontline worker key competencies, including the following examples:

**It’s all about you:**

- You demonstrate self-awareness and are aware of others responses to your actions.
- You are open to learning from others and willing to share knowledge and experiences.
- You show high standards of personal and professional behaviour.
- You take appropriate action if ethics and values are compromised

**Working with others:**



- You help others to play an active role taking into account a person's whole life, including physical, mental, cultural emotional and spiritual needs.

**Managing Service:**

- You gather feedback from people who use the service or colleagues you support to help develop team and personal plans.
- You actively contribute to discussion about how to improve performance and service.

**Improving Service:**

- You use systematic ways of minimising risk in all that you do
- You continually look for improvement in what we do by talking to those you support and people around you

**Setting Direction:**

- You influence others by sharing your perspective and knowledge, including influencing key decision makers.
- You help other people to gain influence over things that impact them directly.