



## **Job Description**

**JOB TITLE:** Home Visitor

Reports To: Head of Operations

Budget Responsibilities: No direct budget responsibilities

## **Purpose of the job**

To carry out initial visits to assess the needs of visually impaired new members and carry out an ongoing programme of home visits to promote independence for visually impaired members within a designated area of Berkshire.

## **Description of the job activities**

### **Key responsibilities**

- Provide emotional, social and practical support to visually impaired service users
- Provide initial visits to new members to assess how Berkshire Vision can best meet their needs including making referrals to third parties
- Assist members with paperwork such as reading as reading post or completing forms (not including financial or legal matters)
- Demonstrate simple equipment for the visually impaired such as electronic reading aids
- Be aware of changes to service users' vulnerabilities and take appropriate action if needed which may involve referring to local authorities
- Signpost and/or refer members to other relevant organisations and arrange their participation in Berkshire Vision's activities and clubs

### **Activities / Tasks**

- Attend monthly Berkshire Vision social clubs to provide a point of support for members and assist with any queries
- Follow safeguarding children and safeguarding adults' policies and procedures, including the identification and reporting of safeguarding concerns.
- Keep members and their families up to date regarding benefits, services, information and advice relating to visual impairment
- When required, assist with accessing local social care provision

- As required, assist with and/or manage group social activities such as craft classes or coffee mornings
- Attend Home Visiting meetings and staff meetings on a monthly basis and any other meetings with local service providers
- Responsible for own role-related admin including entering comprehensive and accurate records of home visits and members' needs onto database in a timely manner
- Attend and support the Berkshire Vision AGM
- Keeping electronic diaries up to date
- To take on other duties commensurate with this post as directed by the Head of Operations

### **Other**

- Be responsible for own continuing professional development, keeping up-to-date with best practice, policies and procedures
- Promote the implementation of policies, with special focus on equal opportunities, child and adult safeguarding, health and safety and environment
- Deal with all issues in a professional manner keeping confidences where appropriate and always being mindful of data protection implications.
- Be an effective representative for the charity and act at all times in a professional manner conducive to promoting a positive image of Berkshire Vision and represent the charity at events.

### **Job Characteristics**

#### **People**

- Not responsible for other Berkshire Vision employees

#### **Working Environment**

- Regular use of a display screen (laptop provided)
- Occasionally attend external events
- Occasionally work evenings and weekends as required.
- A proportion of challenging working conditions and discomfort as some service users are living in difficult/impooverished conditions
- Over 4000 business miles annually

#### **Autonomy**

- Work is remote and mostly autonomous. Home Visitors are responsible for organising and maintaining their own schedule of visits in a time efficient manner
- Plan and arrange own work to meet set objectives under guidance from the Head of Operations as required

#### **Direction**

- Some direct supervision

### **Complexity**

- Majority of work is repetitive with occasional other activities
- The role-holder has an opportunity to concentrate on one task at a time
- Tasks are no overly complicated

### **Internal and external relationships**

- This role involves a high level of working with people, particularly service users, and some working with external organisations
- Failure to represent the organisation appropriately could lead to lack of funding/loss of members
- Collaborates with others in the organisation on a regular basis

### **Pressure of Work**

- A potential doe mental and physical stress if not managed appropriately as there is a considerable amount of home visiting time spent with service users who are suffering with different levels of mental health issues, in particular depression due to sight loss and isolation.

The above is a general description of the work to be carried out and not an exhaustive list. The role holder is also required to perform all reasonably assigned duties

### **Person Specification**

	Essential	Desired
Qualifications	Secondary school education	Lone working training Safeguarding
Experience and Knowledge	Experience of working in a client focused environment preferably face-to-face Experience of working with vulnerable people	Experience of supporting people with visual impairments Experience of working in a similar sector Knowledge of the disability sector and relevant legislation Understanding of safeguarding
Skills and abilities	Working knowledge of Microsoft Office applications including Word and Outlook Time management A good level of written and spoken English Able to liaise with third parties	Able to recognise level of vulnerability Experience of using a database
Personal qualities	Patient Compassionate and empathetic Questioning and listening skills Self-motivated Good team player Integrity and sensitivity to disability issues	

	Approachable Strong customer/service user focus Flexible approach to working	
Other	Full driving license with regular access to a car (business-use insurance required) Ability to successfully pass a DBS check at enhanced level	