

Advice Worker - Equipment & Accessibility

Job Application Pack

March 2024

camsight



Welcome

Thank you for your interest in joining CamSight. It's an exciting time for us as we are restructuring our team to deliver a more focused service across the whole of Cambridgeshire and Peterborough.

All that we achieve as an organisation is only possible because we have dedicated, skilled and passionate people at the heart of what we do, which helps us to create a culture that enables us to deliver value beyond the resources we have available to us.

If you are ready for a new challenge in your career and interested in working alongside a growing team dedicated to supporting service users with low vision and blindness, then we look forward to receiving your application.





About us

CamSight is a Cambridgeshire charity that supports local people of all ages living with low vision and blindness to live the lives they choose. We work to enhance independence, improve well-being and improve inclusion.

Our vision is a world of equality, in which people of all ages who are blind or have low vision achieve the possibilities they choose in life.

Our values

At CamSight, we strive for a world of equality, in which people of all ages who have low vision and blindness achieve the possibilities they choose in life. In this mission, we aim to uphold the following values in all that we do:

- Person-centred
- Empowering
- Friendly
- Collaborative
- Accountable





The role

The Advice Worker will support service users living with low vision and blindness in Cambridgeshire. The role will contribute to our work by delivering low vision equipment and accessibility advice and support from our Cambridge Centre and across Cambridgeshire.

The role is also responsible for driving our company vehicle across the county, taking our equipment and accessibility services into communities (on devices such as smart speakers, smart phones and tablets) and delivering a range of services wherever required.

Specific Tasks

Low Vision Equipment

- Oversee the day to day running of the low vision equipment service.
- To assess, demonstrate, provide information and advice on a range of products.
- Provide information and advice regarding low vision and blindness.
- Keep up to date with relevant information and equipment developments.
- Support service users to purchase equipment.
- Placing orders of equipment and maintain purchase records.
- Liaise with manufactures and suppliers regarding developments in Low Vision Aids, Daily Living Equipment and Assistive Technology solutions.
- Record service user data according to CamSight's needs and monitoring outcomes.

Technology Services

- Oversee the CamSight Technology Service and the delivery of training to use accessibility features on a range of devices.
- Demonstrate products to service users.
- Enhance technology knowledge within the staff team and volunteers as required.
- Research new technologies including software, hardware, telephony and audio products.



Company Vehicle

- Oversee the day to day running of the vehicle.
- Ensure the vehicle is stocked with the correct equipment.
- Maintain a calendar of delivery in liaison with other departments ensuring the vehicle is used in the most efficient way.
- Support the Volunteer Group Coordinator in delivering the Local Group programme by taking the vehicle to meetings.

CamSight responsibilities

- Adhere to and keep up to date with organisational policies, guidelines and procedures and best practice requirements.
- Always represent CamSight in a professional manner.
- Participate in regular supervision, team meetings and other meetings as required.
- Identify own training and development needs in conjunction with your line manager and participate in training opportunities as required.
- Undertake any such additional duties as necessary in relation to the role or as requested.



Person Specification

Knowledge and Experience

- Experience or willingness to learn about low vision and blindness.
- Knowledge or willingness to learn about low vision equipment and technology.
- Experience of forming relationships with a variety of stakeholders.
- A knowledge or willingness to learn about local and national service provision for people living with low vision and blindness.
- Managing a diverse caseload and dealing with enquiries.
- Full clean driving licence or access to a support worker.

Skills and Abilities

- A good level of competence in MS Office applications.
- Highly organised and efficient.
- Excellent written and oral communication skills.
- Effective at managing a diverse workload through good time management.
- Conscientious, with close attention to detail.
- Ability to work independently and as part of a team.
- Ability to problem solve and work positively to deliver results.
- Ability to use initiative and willingness to contribute new ideas.



Policy and Procedures

- In line with CamSight's GDPR policy ensure that information of a sensitive and/or a personal nature is not disclosed to, or discussed with, inappropriate persons and that all information is maintained in accordance with legislative requirements.
- Ensure all duties are carried out in a way that promotes Equality, Diversity, and Inclusion and in line with CamSight's Equality and Diversity policy.
- Promote a culture of Health and Safety and observe all relevant rules, policies and procedures and complete relevant training as required.
- CamSight are committed to ensure a culture of safeguarding excellence for its staff and service users and all colleagues must be trained and vetted to an appropriate level for their role.

This job description serves to illustrate the type and scope of the duties currently required for the above post and to provide an indication of the required level of responsibility. It is not comprehensive or exclusive list, and duties may be varied from time to time, they will not however change the general character of the job, or the level of responsibility entailed.

Key benefits

- 25 days annual leave (pro rata for part time staff)
- Additional day Birthday leave
- Additional leave between Christmas and New Year
- Paid Bank Holidays (dependant on working pattern)
- Flexible and remote working
- Company Pension Scheme
- Employee Assistance Programme (EAP)
- Long service leave entitlement after 5 years of service
- Free Sight Test.





To apply

Please email your CV and a supporting statement (of no more than 2 sides of A4) setting out how you meet the criteria in this job pack and also why you would like to join our team.

info@camsight.org.uk

**Closing date for applications:
Monday 8 April 2024.**