

Vacancy: Community Outreach Worker



Centre for Deaf and
Hard of Hearing People

Charity Number: 1175054

Hours: 37.5 hours a week (full-time)
Until January 2026, with the possibility
of an extension subject to further funding.

Location: Fishponds, Bristol

Reports to: Community Development Officer

Salary: £22,000 - £27,000 a year

Deadline: Friday 20th September

The Centre for Deaf and Hard of Hearing People (CfD) is a registered small-sized charity that delivers a wide range of services including community development initiatives and assistive equipment services to people in Bristol who are Deaf, deafened, or hard of hearing. Our mission statement includes, we are working toward creating a Bristol “where everyone can participate in all aspects of life in the city, whatever their level of hearing”.

CfD challenges the prejudice and barriers that Deaf and hard of hearing people face in their daily lives. We are developing exciting new plans for activities that will contribute to our aims and promote equality for all deaf people. This is an exciting opportunity to join a growing team at CfD. This new outreach role will support the delivery of our community development work.

We welcome applications from people who understand the Deaf Community and the needs of hard of hearing people of all ages. You will be enthusiastic and passionate about Deaf and hard of hearing issues. You will be an outstanding communicator who believes in people organising themselves and who wants to support Deaf and hard of hearing people to set up activities, and to connect with their communities. You will be enthusiastic about working towards making Bristol a city that is more inclusive of Deaf and hard of hearing people.

Summary of duties:

Our Community Outreach Worker will support the delivery of our new community development project: Connecting People into Communities, funded by Bristol City Council.

The role will include:

- Establishing drop-in sessions throughout Bristol for Deaf and hard of hearing people as a first contact point.
- Signposting/referring individuals to appropriate services and offering support with connecting people into communities – including the Deaf Community, hard of hearing peer support, and local community hubs.
- Providing information on activities and events occurring across Bristol and local hubs.
- Finding out what hard of hearing people in Bristol would like to see CfD offering.
- Strengthening our relationship with community organisations and other community-based services, including those who support people from minority ethnic groups.

- Exploring how we can extend our work to reach more Deaf and hard of hearing people aged under 50.
- Developing content for our website so that it becomes a resource for organisations who want to improve their inclusion of Deaf and hard of hearing people.

The post holder will be a part of CfD's Communities Team and will be expected to support the work of our other community projects i.e. our Deaf People Together and Community Hub projects. The post holder will be based at The Vassall Centre, Gill Avenue, Fishponds, Bristol BS16 2QQ.

The main responsibilities are to:

- To support the delivery of the Connecting People to Communities project so that it meets its aims by:
 - Increasing our contact with organisations and hubs that work with minority ethnic groups throughout Bristol, particularly with those who support older people, and with organisations based in areas of deprivation.
 - Working with community hubs (e.g. community centres, libraries etc) to provide regular CfD "drop-ins" – primarily as a first contact point and to alleviate isolation and loneliness.
 - Signposting and referring individuals to appropriate services, and supporting individuals with connecting to communities.
 - Providing advice and guidance to community hubs on how to make their venues, events and activities accessible to and inclusive of Deaf and hard of hearing people.
 - Providing information on activities and events for Deaf and hard of hearing people across Bristol and local hubs.
 - Finding out what hard of hearing people in Bristol would like to see CfD offering and what support they need.
- To support the work of our Communities Team by:
 - Helping to run events so that local Deaf and hard of hearing people and communities have their say about how services are developed.
 - Planning and attending project events e.g. coffee mornings, workshops etc.
 - Developing positive relationships between service providers and Deaf and hard of hearing people, and advising providers on how to improve their services to become more accessible and inclusive.
 - Supporting the Community Development Officer with collecting project monitoring and evaluation data e.g. equality monitoring data, case studies on the experiences of Deaf and hard of hearing people, and recording information on the database.
 - Supporting the Community Development Officer with publicising our Small Community Grants scheme, and supporting existing groups with organising their events/activities.
 - Working with the Community Development Officer to set up and facilitate Deaf-led advisory group(s).
- To provide content from project activities for CfD's website and social media, such as information about activities and events.
- Be part of the team representing CfD at local events and exhibitions.

- Be flexible in your working hours. You may be asked to represent the project at meetings/events outside core working hours, or to complete any other duties that may be reasonably required for the performance of this position.

General

- Attend conferences, training, and other staff development opportunities.
- Develop an agreed personal training plan and carry this out using internal and external training as required.
- Adhere to and promote CfD's policies and standards, especially the Equal Opportunities, Data Protection, Safeguarding, Health and Safety and Communication policies.
- Act as an ambassador for CfD, promoting a positive and professional image and attitude at all times.
- Support the CEO and other CfD staff in achieving the aims of CfD and carry out such other relevant duties as may be agreed.
- Support CfD to find funding for new projects involving Deaf and Hard of Hearing people.
- Coordinate and manage own Access to Work support (if needed).

Terms and conditions:

1. This is a full-time position of 37.5 hours a week. CfD's core hours are 10am – 4pm. Occasional evening and weekend work will be required.
2. Contract until January 31st 2026, with possibility of an extension subject to further funding.
3. Salary £22,000 - £27,000 a year.

Note:

The final interpretation of this job description rests with the CEO in consultation with the Board of Trustees and the jobholder. The job description will be reviewed in the course of supervision meetings and any amendments will be negotiated with the jobholder. The jobholder is also expected to share in other CfD activities as time permits and by agreement with the CEO.

Person specification

The successful candidate will be an excellent communicator, with good knowledge and empathy of the experience of Deaf and hard of hearing people. You will also have a proactive approach and be committed to helping and supporting others.

Essential skills and competencies:

- Ability to work on own initiative and as part of a team.
- Able to anticipate problems and develop solutions.
- Excellent organisational and time-management skills.
- A positive attitude toward Deaf and hard of hearing people with an understanding of the barriers they face in their lives.

- Excellent interpersonal skills and confidence in communicating with Deaf British Sign Language (BSL) users and hard of hearing people. This may be direct communication or through a BSL interpreter or speech-to-text operator.
- Experience of supporting or working with groups of people, either as part of paid work or as a volunteer.
- Experience of consulting with individuals and communities or groups.
- Good influencing and negotiating skills so that you can persuade people to make their services more inclusive of deaf people.
- An understanding of the importance of evaluating the impact of project work
- Good attention to detail.
- Good working knowledge of Microsoft Office and associated software, including Excel, Word, and Outlook.
- Ability to travel round Bristol as this role will require traveling to and from multiple places.

Desirable skills, knowledge and experience:

- Personal experience of hearing loss.
- Good working knowledge and use of simple databases or CRMs (e.g. Charity Log). (CfD will provide training on Charity Log.)
- Knowledge of British Sign Language (CfD will provide training for the successful candidate if they do not have BSL skills).
- Experience working, paid or unpaid, in or with communities, the disability sector or in the third sector.
- An understanding of how you evaluate project work
- Experience of organising small scale events.
- Experience of delivering Deaf Awareness or Equality training.
- Experience of writing content for social media or websites using Plain English e.g. information about events.

Things we expect all staff to support us with:

- Actively seek out opportunities for development and income generation.
- Read, understand and follow CfD's policies and procedures.
- Stay up to date with key developments in your specialist area.
- Be willing to occasionally work evenings and weekends.
- Participate in team-meetings and development days.
- Be willing to travel across Bristol and occasionally further afield.
- Represent CfD at local, regional and national meetings and events.

In return, you will receive:

- Competitive pay and holiday allowance
 - 25 days a year plus Bank Holidays (pro-rata if part-time)
- Employee pension contributions
- A flexible working policy
 - Our core hours are 10:00 until 16:00 Monday to Friday
- The opportunity to be part of a committed, skilled and supportive team
- Support to develop your skills further

To apply:

Please complete the CfD application form. You will be required to answer a small number of specific questions on the form.

Please send your application to office@cfid.org.uk by **12 noon on Friday 20th September 2024**.

If you would like to discuss the role and the organisation, please contact Justin Smith, CEO, at office@cfid.org.uk in the first instance.

Interviews will be held on Wednesday 2nd October 2024.