

**Job Description:** Advice Worker – Equipment & Accessibility (Fenland and East Cambridgeshire)

**Contact Type:** Permanent Full Time

**Responsible to:** Service Manager – Equipment, Accessibility & Employability

**Salary:** £25,874 - £27,582 p/a

**Hours:** FT 35 Hours Monday - Friday

**Location:** Blended – in the community and homeworking

### **About CamSight**

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**

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**  
Our beneficiaries are at the heart of everything we do at CamSight. We see individuals as whole people, not defined by one element of their lives. Our work is holistic in approach. All are welcome at CamSight.
- **Empowering**  
We enable everyone to be able to reach their full potential. We provide the tools, information, and advice to allow people to live the lives they choose. We do not prescribe or dictate terms; we empower decision and action. We invest in our staff and volunteers to meet their aspirations and those of CamSight.
- **Friendly**  
We are caring and empathetic to all we work with. We are a friendly voice at the end of a telephone call or a friendly face to chat with over a cup of tea. We are responsive in our communication and in our work. We create a positive, professional environment in which to work.
- **Collaborative**  
We work well together and with others. We are flexible and adaptable in our approach, looking to build our partnerships and networks for the benefit of our beneficiaries.
- **Accountable**  
We are accountable to each other and to our beneficiaries. We monitor and report our impact, our finances, our progress, and our plans in an open and honest way. We build trust through transparency. We welcome feedback and we work to improve.

## **About 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 across Fenland and East Cambridgeshire.

The role is responsible for driving our company vehicle across Fenland and East Cambridgeshire, taking our equipment and accessibility services (on devices such as smart speakers, smart phones and tablets) into communities 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, including managing a diary booking system for home visits and peer support groups.
- To assess, demonstrate, provide information and advice on a range of products including but not limited to magnification, lighting and low vision equipment and referring for extra support where necessary.
- Provide information and advice regarding low vision and blindness, and relevant signposting for local authority, health and care services and other associated professionals.
- Keep up to date with relevant information and equipment developments.
- Support service users to purchase equipment independently where possible, or via CamSight or our partners.
- 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.

### **Accessibility Services**

- Oversee the CamSight Accessibility Service including the delivery of training to use accessibility features on a range of devices.
- Demonstrate products to service users and others on request and liaise with other members of the team to ensure that all stakeholders receive the services they require.
- Enhance accessibility knowledge within the staff team and volunteers as required.
- Research new technologies including software, hardware, telephony, and audio products.
- Liaise with suppliers and feedback improvements and suggestions as appropriate.

### **Company Vehicle**

- Oversee the day to day running of the vehicle ensuring it is well maintained and safe in line with risk assessment and general health & safety requirements.
- 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 to identify and respond to equipment and accessibility needs.

### 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 by the Head of Services.

### Personal Specification

<b>Knowledge &amp; Experience</b>	<b>Essential: E Desirable: D</b>
Experience of low vision and blindness.	D
Knowledge of low vision equipment and technology.	D
Experience of forming relationships with a variety of stakeholders.	D
A knowledge of local and national service provision for blind and partially sighted people.	D
Managing a diverse caseload and dealing with complex enquiries.	D
Full clean driving licence or access to a support worker.	E

<b>Skills &amp; Abilities</b>	<b>Essential: E Desirable: D</b>
A good level of competence in MS Office applications.	E
Highly organised and efficient.	E
Excellent written and oral communication skills.	E
Effective at managing a diverse workload through good time management.	E
Conscientious, with close attention to detail.	E
Ability to work independently and as part of a team and interact with colleagues in a helpful and supportive manner.	E
Ability to problem solve and work positively to deliver results.	E
Ability to use initiative and willingness to contribute new ideas.	E

<b>Policy and Procedures</b>	<b>Essential: E Desirable: D</b>
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.	E
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.	E

Promote a culture of Health and Safety and observe all relevant rules, policies and procedures and complete relevant training as required.	E
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.	E

*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.*