

This organisation is committed to supporting people challenged by sight loss. We aim to enhance the lives of those with vision impairment and expect all staff and volunteers to share this commitment.

Job Description

ORGANISATION:	East Sussex Vision Support (ESVS)
LOCATION:	County HQ – Hailsham, East Sussex
JOB TITLE:	Aids & Equipment Support Worker
HOURS:	21 hrs per week over three days, Monday, Tuesday & Thursday
CONTRACT:	Permanent
RESPONSIBLE TO:	Aids & Equipment Officer and Chief Executive
MAIN PURPOSE OF JOB:	To provide an installation service for specialist Aids and Equipment to our clients.

SUMMARY

A key element of the work carried out by ESVS is the delivery (in conjunction with our colleagues at Eastbourne Blind Society and Hastings and Rother Voluntary Association for the Blind) of essential services on behalf of East Sussex County Council. Part of that contract includes the delivery and installation of equipment, via a requisition scheme, to Blind and Partially Sighted People across East Sussex.

We are looking for a positive, caring and outgoing person who can deliver the service for us. You will need to be mobile, with your own transport, happy to visit people in their homes, not be afraid of setting up and demonstrating electrical equipment and comfortable using computers.

KEY TASKS

- Dealing with all administration relating to the role
- Receive requisitions via email
- Contact clients
- Ensure orders are correct
- Order or send out equipment – finding the cheapest supplier
- Inform East Sussex County Council Assessors that the orders have been processed
- Return incorrect orders to the Assessors
- Keep in continual contact with your clients
- Ensure the best suppliers are used
- Deliver and set up equipment in clients homes where appropriate
- Demonstrate equipment to clients in their home
- Collect unwanted equipment from clients
- Send out letter and stickers where needed
- Fill in all the appropriate recording spreadsheets, including,
 - The Requisition record
 - The Asset Log
 - The Recycling record where appropriate
 - The Activity log
- Deal with equipment reablement referrals
 - Contact client
 - Arrange to visit
 - Carryout relevant reablement
- Follow up clients to check that equipment is working and helpful

- Use the East Sussex County Council secure email system
- Deal sensitively with the deceased clients list
 - Check for recyclable equipment
 - Contact executor or next of kin where appropriate
- Provide monthly reports to CEO and East Sussex County Council

Other duties include:

- Assisting other departments within ESVS as required
- Carry out errands as required by the A&E Officer
- Occasionally support the A&E Officer in relation to the Outreach Vehicle
- To be self-supporting in respect of administration
- To participate in team meetings
- To undertake any other tasks commensurate with the post
- To undertake available training opportunities and show commitment to continuous development, to maximise your potential and ensure the efficient and effective delivery of the organisation's services

Person Specification

Post: Personal Assistant to the A&E Officer

Location: Hailsham, East Sussex

	Essential Criteria	Desirable Criteria	Method of Assessment/ Source of Information
Key Skills & Abilities	<ul style="list-style-type: none"> • Empathetic with disabled people, especially those with vision impairment • A strong understanding of computers • Excellent inter-personal skills • Ability to convey and receive information accurately • Ability to organise and prioritise work • To maintain high standards at all times • Adequate numeracy skills • Full clean UK driving licence and use of a car 		Application/ Interview
Knowledge	<ul style="list-style-type: none"> • Computer skills to include: Windows, word, excel, outlook, the internet, Database systems 	<ul style="list-style-type: none"> • Knowledge of care and voluntary sector 	Application/ Interview
Experience	<ul style="list-style-type: none"> • Experience of working in an office environment • Basic secretarial experience. • Cash handling and understanding of invoices. 	<ul style="list-style-type: none"> • Experience of working with people who are vision impaired, disabled and/or older • Experience of working in, or with, the voluntary sector and/or residential/agency care sector 	Application/ Interview

Personal Attributes	<ul style="list-style-type: none"> • Ability to work as part of a team • Ability to work calmly and effectively under pressure • Well organised • Ability to work flexibly • Highly motivated 		Application / Interview
Other	<ul style="list-style-type: none"> • Ability to understand instruction and carry out duties efficiently • Discretion and diplomacy when dealing with sensitive information • Politeness and a positive attitude • Able to communicate at many levels. 		

Terms and Conditions

The terms and conditions that are specific to this post are provided below.

Salary

The salary for this post is £10.15 per hour.

Contract

The position will be subject to a three-month probation period. The position is for 21 hours per week. These would normally be worked on Mondays, Tuesdays and Thursdays.

Annual Leave Entitlement

Your annual leave for the post is 5 weeks (part of which is to be taken over the Christmas period). The annual leave year runs from the 1st January. The annual leave entitlement excludes public holidays. For part time staff, entitlement is calculated proportionately to the full time equivalent, based on the number of hours you work. Please note that annual leave will need to be taken at the same time as the Aids and Equipment Officer.

Working Hours

This role will require some flexible working, including the possibility of occasional weekend or evening work, for which TOIL would be allowed. The organisation has a range of flexible working incentives to help you balance your work life commitments. What is available to you is dependent on the service you provide and the times you are required to provide this service. Your manager will discuss this with you before you commence employment.

Sick Leave

Less than six Months service	Statutory Sick Pay	
After six months Service	2 weeks full pay	1 week half pay
After one years Service	1 month full pay	1 month half pay
After two years Service	2 months full pay	2 months half pay
After three years Service and in Subsequent years	3 months full pay	3 months half pay

Maternity/Paternity Leave

These are in accordance with current statutory entitlements.

Employment Checks

All employment offers are subject to the receipt of two professional references and a completed enhanced DBS check.

Appointment Details

If appointed to the post, you will be required to complete a DBS (Data and Barring Service Check). Please note that having a criminal record does not automatically mean that an offer of appointment will be withdrawn.

To apply

To apply, please fill out the application form that can be found at

<https://eastsussexvisionsupport.org/jobs/>