

Blind Foundation



Position Description

1. Title and Reporting Relationships

Position Title: Deafblind Coordinator
Reports To: Regional Service Manager
Leadership Team: Independent Living
Department: Deafblind
Position Location: Refer to Employment Agreement
Hours of Work: Full time 37.5hrs a week
Date: October 2018

2. Purpose of Position

- To facilitate access and engagement of hard of hearing and deafblind clients, families/whanau by providing relevant information to enable them to make informed choices about service options and support them during their journey with the Foundation
- To provide support/advice on hard of hearing and deafblindness and work collaboratively with Client Services staff and external agencies to ensure hard of hearing and deafblind clients' mobility, daily living, communication, socialisation and other hard of hearing and deafblind needs are met.
- To be the key contact for hard of hearing and deafblind clients where appropriate
- Provision of comprehensive specialist vision rehabilitation needs assessment services to clients who are identified as hard of hearing and deafblind.

3. Responsibilities of the Position

More specific objectives and key performance indicators will be included in an individual's performance development plan.

Key Objectives

Key Objective 1

- Access and Engagement

Tasks and Responsibilities

- Welcome and support potential/new hard of hearing and deafblind clients, families and whanau by providing them with relevant information to enable them to make informed choices on service options
- Develop positive relationships with clients, establishes key contact and support process for the client
- Clarify role and other service providers to hard of hearing and deafblind clients
- Screen hard of hearing and deafblind clients to identify and level of support required

- Prepare hard of hearing and deafblind clients for vision rehabilitation needs assessments and other Foundation services
- Have up to date knowledge of referral processes and services available in the local community
- Facilitate access to Foundation/external services, for appropriate equipment/hearing devices, interpreting and other services available in the community
- Provide information on social networks/consumer groups and how to join if interested
- Refer and encourage clients to participate in social activities/networks to meet their socialisation and peer support needs
- Work within boundaries of role and refer clients to appropriate services to eliminate risks to self and clients
- Key contact expectations completed effectively and within required timeframes

Key Objective 2

- Support/Advice, and Collaboration

Tasks and Responsibilities

- Work collaboratively and provide appropriate support/advice relating to hard of hearing and deafblindness to other Client Services staff, internal and external providers to ensure needs of hard of hearing and deafblind clients are met

Key Objective 3

- Communication support

Tasks and Responsibilities

- Support hard of hearing and deafblind clients to identify and develop appropriate/alternative methods of communication as required, within staff's skill level and Blind Foundation requirements
- Provide appropriate advice/support to aid communication with hard of hearing and deafblind clients/children, families/whanau, Clients Services staff, external services as required when accessing services or during service delivery
- Refer clients to Hearing Specialists for suitable hearing devices if required

Key Objective 4

- Relationship building with external agencies

Tasks and Responsibilities

- Positive and effective relationships developed and maintained with external agencies to meet needs of hard of hearing and deafblind clients not met by the Foundation and improve their understanding of hard of hearing and deafblindness

Key Objective 5

- Advocacy

Tasks and Responsibilities

- Encourage clients to advocate for themselves if have the ability to do so
- Support client by advocating on their behalf on matters relating to accessing services or other hard of hearing and deafblind related issues

Key Objective 6

- Case/caseload Management

Tasks and Responsibilities

- Engage in case management with internal and external service providers as required
- Clients with urgent needs are prioritised and seen accordingly

Key Objective 7

- Documentation

Tasks and Responsibilities

- All documentation and data input meets Client Services standards and timeframes

Key Objective 8

- Professional Development

Tasks and Responsibilities

- Full participation in approved mandatory, organisational and professional practice training

Health and Safety

Key Objective 9

- Ensure that the Health and Safety Policy is upheld and requirements are met

Responsibilities

- All accidents, hazards, near misses, incidents are reported and recorded appropriately
- All practicable steps are taken to minimise or eliminate hazards in the workplace

4. Dimensions of the Position

Number of Positions Responsible For

Direct: N/A

Indirect: N/A

Shared Responsibility: N/A

Delegation of Authority: N/A

5. Key Relationships

Internal

- Practice Advisor, Deafblind
- Regional Service Manager
- Deafblind Coordinators and Deafblind Awareness Coordinator □ Independent Living staff

External

- External hard of hearing and deafblind organisations and agencies
- Hearing Specialists
- Audiologists
- NASC and other community agencies
- Other relevant stakeholders

6. Person Specification - Qualifications, Experience, Skills, Knowledge, and Attributes

Essential

- Experience in service delivery within this field, general health, or rehabilitation
- Demonstrated experience and a tertiary qualification in Human or Social Services or Rehabilitation
- Demonstrated skills and knowledge of common communication methods used by hard of hearing and deafblind people or the willingness to up skill in this area
- Knowledge and understanding of blindness/hard of hearing and deaf blindness and its implications
- Excellent oral and written communication skills and ability to engage effectively with a variety of individuals – internally and externally
- Ability to build and maintain relationships and networks with external agencies
- Strong planning, organisational and time management skills
- Proficient in Microsoft Office Applications
- Ability to work autonomously and without supervision
- Ability to work outside normal office hours, travel and stay away over night when needed
- Familiar with and applies Treaty of Waitangi principles

Preferred

- Tertiary Qualification in Deafblind or Blind Sector

7. Blind Foundation Values

- Optimistic

We promote optimism and hope, and positively address challenges through being solutions focused. We encourage enthusiasm and energy for our cause. We support one another and practice positive approaches that builds resilience and strength for times of adversity.

- Connecting

We are inclusive, transparent, and communicate openly. We practice great team work, working together for the greater good. We build collaborative relationships, develop partnerships and connect across boundaries, enabling us to better achieve our vision and goals.

- Aspirational

We constantly strive for improvement, and actively look to learn from what we do. We challenge ourselves, we are agile, flexible, and open to change. We are responsive to innovations that improve the organisation and makes things better for clients.

- Empowering

We empower people, and enable self-reliance and fulfilment. We listen, and treat others with care and respect. We value diversity and are responsive to each person's unique needs. We demonstrate accountability and integrity in our work.

I hereby acknowledge and accept the above position description as a part of my employment conditions with the Blind Foundation.

Name:

Signature:

Date:

Note – each individual page of this position description must also be initialled