

Centre for Independent Living NI

Information Officer

Recruitment Pack

May 2017

Linden House, Beechill Business Park, 96 Beechill Road, Belfast BT8 7QN

Tel: 028 9064 8546 Fax: 028 9064 0598

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1. Director's introduction

Thank you for your interest in joining the team at the Centre for Independent Living NI (CILNI). CILNI is an organisation supporting disabled people in their independent living choices and in particular provides a range of services for people using or considering using Direct Payments or Self Directed Support (SDS).

SDS is one of the ways that Trusts can transform traditional social care services to put people in control of their own support. SDS is a unique partnership between families, individuals, services providers, voluntary groups and government bodies. There are many opportunities for providers to engage in more person-centred approaches. In partnership with the Health & Social Care Board (HSCB), CILNI wants to provide more on-line information about publications, resources, contact details, services and providers which support people in making decisions about their personal care. The re-designed CILNI web site will act as a central point for all this information alongside other printed materials.

CILNI is currently seeking an Information Officer to support its work. It is a newly created post which is being supported in partnership with the Health and Social Care Board (HSCB). It is a significant post, the post holder having substantial effect on service users' perceptions and usage of CILNI's services and helping to shape the emerging HSCB Recognised Providers Directory (RPD). The RPD allows adults in Northern Ireland who are looking for packages of care and support to choose from a list of Service Providers who adhere to a clear quality framework.

A significant element of the post is to support the development, hosting and launch of the new on-line RPD. Inclusion in the RPD means the care and support provider has met the criteria and standards as set out by the HSCB; they will be checked on a regular basis; they will provide a quality service; and they adhere to policies set by the Health & Social Care organisations.

The post holder will undertake key tasks which ensure that CILNI delivers an accessible and appropriate range of high quality resources, including updated service profiles for Service Providers on the RPD.

If you like the sound of this challenge and have the credentials and self-confidence to rise to it, then we'd love to hear from you.

Come and be part of something exciting.

Best wishes

Philomena McCrory
Director

2. About the Centre for Independent Living NI

We work together to enhance independence.

Our vision is to create a world where disability is not a disadvantage, as envisaged by the social model of disability.

Our mission is to deliver a range of quality services, which meet the needs of disabled people in Northern Ireland in a manner which facilitates their right to independent living in an inclusive society

Our five values how we work

- *Teamwork* - providing support to one another, working collaboratively and co-operatively, respecting one another's views and making our work environment an enjoyable and rewarding place to work
- *Excellence* - always striving for excellence and quality in everything we do
- *Commitment* - working with urgency and commitment to achieve best possible outcomes for members, clients and the organisation
- *Professionalism* - at all times acting with integrity and expertise, providing a quality service and being reliable and responsible

CILNI in numbers

- We have been operating for 15 years
- We dealt with over 7,500 enquiries to our information and advice service in 2015 -16
- We are governed by a Management Committee of 7 members selected from the CILNI membership
- We employ 23 staff across Northern Ireland
- We have four offices; our head office in Belfast with other offices in Armagh, Magherafelt and Omagh
- Our annual income in 2015 - 16 was around £680,000

3. Job description

Role:	Information Officer
Accountable to:	CILNI Assistant Director
Annual Leave:	20 days per year plus public holidays
Location:	CILNI Head Office, Belfast

Job Purpose

This is a newly created post which will have a substantial effect on client's perceptions and usage of CILNI's services. A significant element of the post is to support the development, hosting and launch of a new on-line Recognised Provider Directory (RPD). The post holder will undertake key tasks which ensure that the organisation delivers an accessible and appropriate range of high quality resources in both electronic and paper formats using all CILNI Communication Channels*. In addition, the post holder will lead in two development areas:

1. Support the construction of a new hosted RPD as part of a fundamental revamp of the CILNI web site
2. Support the development and delivery of a monitoring framework for the review of provider profiles on the RPD

Main Responsibilities:

- To provide support for the construction and revamp of CILNI web site
 - To provide support to the RPD project team
 - To provide support to the CILNI web site re-design project team
- To facilitate the management and coordination of CILNI's information resources
 - To manage, monitor and review the on-line Recognised Provider Directory
 - To maintain regular updating of CILNI web site in tandem with the schedule for reviewing the RPD profiles, print publishing and news pieces
 - To provide support to the Director to maximise social media opportunities
 - To seek contributions for the CILNI Blog
 - To manage the CILNI library and archive resources
 - To manage the information management processes and systems
- To produce articles, reports and information
 - To write and produce original content for web pages and information leaflets
 - To contribute to the collection and analysis of research including service user feedback
 - To collate, analyse and present operational data and usage statistics in a range of formats as required by management and other stakeholders
- To ensure a high level of customer service in line with CILNI's policies
 - To monitor and maintain content standards across all communication channels
 - To support the Director by liaising with helpdesks and IT support to maintain software on staff computers

- To build and maintain partnerships and networks with external organisations
 - To build and maintain good collaboration and external relationships
 - To contribute to the promotion of CILNI
- To handle enquiries
 - To provide an information management help desk for colleagues, clients and other stakeholders
- To undertake such other duties in relation to the job as required by the Director
 - To deputise for CILNI management when required

*** CILNI Communication Channels includes:**

- CIL website www.cilni.org including the HSCB Recognised Provider Directory
- CILNI social media accounts e.g. Twitter
- CILNI Newsletter
- Internal systems
- Printed publications and promotional materials

4. Person Specification

The Person Specification shows essential skills, abilities, knowledge and qualifications required to be able to carry out the duties of this post. Please therefore address, in completing the application form, each criterion listed in the specification, drawing upon all of your experience, whether at work or on a voluntary basis.

Qualifications

- A Higher National Diploma or equivalent qualification in a discipline relevant to the post
- Practical understanding of professional web development tools

Experience

- Experience of producing written materials to a professional standard

Knowledge

- Excellent knowledge of MS Office and ability to handle large quantity of data
- Knowledge of administrating an on-line database such as Salesforce
- Knowledge of undertaking research including carrying out surveys
- Up to date knowledge of disability access issues

Skills

- Ability to interpret and adapt information for inclusion on website and proficiency in web editing
- Excellent writing skills with ability to express ideas clearly and succinctly
- Excellent communication skills, including tact and diplomacy
- Ability to work in a team and co-operate with other colleagues across the organisation
- Advanced numeracy skills for statistical analysis
- Excellent time management skills and ability to work under pressure

Personal attributes

- A meticulous approach and commitment to high standards
- Integrity, honesty and respect for confidential information

5. Summary terms of appointment

Contract Type

This is a permanent full-time position, confirmed after the satisfactory completion of a six month probation period

Location

The normal place of work is CILNI's office in Belfast

Contracted Hours

35 hours per week, excluding lunch breaks. Office opening hours are 9am - 5pm, Monday to Friday

Salary

£20,000 – 22,000 pa paid directly into a bank or building society account

Pay date

By the last day of each month

Pension

The employer's pension contribution is three per cent of annual salary

Summary of Benefits

- 20 days paid leave per annum and 1 extra day per year of service up to a maximum of 25 days, plus public holidays
- Occupational sick pay scheme
- Employer funded health plan (under review)
- Free on-site car parking

6. Application Process

Tips on Completing the Application Form

- Make it easy for us! When we read your application we are looking for evidence that you have the skills and experience listed in the **person specification**. We read your application carefully but it makes it much easier for us if you set out your evidence as clearly as you can in the supporting statement section of the application form. You can do this by taking each element of the person specification and providing a few sentences under each to explain how you meet that particular requirement.
- Spell it out. If you say for example that you have been a training co-ordinator we cannot assume you have the skills to deliver training. You might have booked people onto the course. You need to say that you have delivered particular training courses to whom and in what circumstances.
- Give evidence rather than assertions. A statement “I am a great communicator” is not evidence. The following statement is better: “When I was working at [job] I had to explain [subject] clearly and simply to clients. Client feedback showed that they understood what I told them and valued my style”. That way we can see more clearly what you think good communication is and how you know you are a good communicator.

Application Form

If you would like to apply for this position please note the following information.

- Application forms will only be considered if they are word processed.
- Handwritten application forms will not be accepted.
- All sections of the application form must be completed in full and all information which is sought must be provided.
- Application forms received after the closing date will not be considered.
- CV's will not be accepted.
- Canvassing will disqualify.
- Evidence of educational and professional qualifications will be examined prior to appointment. If any of your qualifications are 'equivalent to' those stated on the Person Specification please provide evidence to show that your qualification is equivalent (i.e. examining body confirmation).
- Completed application forms should be submitted to **vivienne@cilni.org** or to the CILNI office in Belfast. Contact details are on the front page of the Information Pack. If returning applications by email typing your name in place of the signature is acceptable.

Reference Checks

We carry out rigorous reference checks on all potential employees and may make contact with previous employers for up to 10 years. Referees may be approached if you are shortlisted for interview, unless you specify otherwise.

Equal Opportunities Monitoring Form

- Please return the Equal Opportunities Monitoring Form with your application.

- We request this information to help us promote equality of opportunity in employment for all job applicants, regardless of sex, marital status, disability, community background or ethnic origin.
- Our recruitment policy operates on the merit principle, i.e. we select the best person for the job. Only the job application form is considered by our recruitment panel, who shortlist and interview for vacancies. The monitoring questionnaire is retained for compiling statistical information.

Vetting

Please return the Criminal Records Check Consent Form with your application. The successful applicant may be required to complete an Access NI check prior to the confirmation of appointment. Please be advised that the Centre for Independent Living adheres to the Access NI Code of Practice.

Interview Process

- Closing date for applications is **Tuesday 30th May 2017**
- Interviews will take place on **Thursday 8th June 2017**

Candidates invited to interview should let us know immediately if they have any special requirements.