

Job Description: Technical Support Advisor, Connect Hear NI
Funded by the National Lottery

Post	Technical Support Advisor, Connect Hear NI
Location	Initially home based. Post will require extensive travel throughout Northern Ireland and occasional travel to other areas of the UK for staff and volunteer meetings
Salary	£18,500 (pro rata, based on 35 hrs pw)
Tenure	Permanent
Hours	Initially 2 days (14 hours) per week, to be worked flexibly including some evenings and weekends. Additional hours may be available within 6 months, up to max 3 days (21 hours) per week.
Reporting to	Project Manager, Connect Hear NI
Line management responsibility for	n/a
Principal Networks	Volunteers; people with hearing loss and their families; voluntary, community and statutory sectors in Northern Ireland; other UK wide Hearing Link volunteers and staff
MAIN PURPOSE OF JOB	To support individuals and families to make better use of assistive listening equipment, communication resources and digital technology to encourage full and confident participation in daily life.

PRIMARY RESPONSIBILITIES

Hearing Link's Connect Hear NI Project is funded by the National Lottery and is subject to the terms and conditions of the grant. The Technical Support Advisor will work closely with the Project Manager and Northern Ireland Manager in overseeing the delivery of this Project. Key aspects of the role include the following:

- to advise and guide in relation to purchasing and maintaining a range of demonstration equipment and assistive listening devices, working closely with the volunteer led NI Project Team

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- to provide training and mentoring to key volunteers who can disseminate the information to beneficiaries and local volunteer teams
 - to help develop and maintain relationships with local volunteer networks in all 5 NI Health and Social Care Trust areas
 - to provide practical support and guidance to people with hearing loss, their family and friends, in relation to more effective use of digital technology and assistive listening devices to help increase independence and promote social inclusion
 - to support peer led group activities and promote better access to educational and employment opportunities

Volunteer engagement

- Work closely with the volunteer led NI Project Team to guide all Project activities, including purchase of a range of demonstration equipment and assistive listening devices
- Work closely with local volunteer networks in all 5 Health and Social Care Trust areas to agree engagement priorities in each Trust area
- Facilitate volunteer training events, ensuring volunteers are confident about supporting others in the use of a range of assistive listening devices
- Liaise with the UK Volunteer Working Group to ensure Project developments are consistent and fully integrated with the Hearing Link Volunteer Strategy
- Support volunteers to undertake regular reviews and give timely feedback about significant developments in equipment and technology
- Help increase digital and online volunteer led communications

Peer led support activities

- Help develop and implement peer led group activities that can support people affected by hearing loss to make better use of communication resources, working under the three themes identified within the Connect Hear NI Project (Start Hear, Meet Hear, Learn Hear)
- Support volunteers and beneficiaries to develop a range of digital and hard copy information and guidance resources
- Help empower volunteers and beneficiaries to raise awareness about the impact of hearing loss and to help improve listening and communication experiences for people affected by hearing loss
- Support peer led activities that can help promote better access to meaningful educational and employment opportunities

Relationship building

- Maintain and develop positive relationships across all sectors in Northern Ireland
- Engage with external agencies and partners to encourage effective sharing of information about local services, supports, resources and learning and employment opportunities

Personnel and financial responsibilities

- Liaise closely with Hearing Link Shop Manager and Digital Communications Manager in relation to ongoing Connect Hear NI Project developments
- Contribute to effective team working throughout the wider UK staff team
- Contribute to the management of the Connect Hear NI budget and other related organisational budgets as appropriate
- Contribute to fundraising and income generating activities where appropriate

Project evaluation

- Contribute to grant reporting and external Project evaluation programme as required via Project Manager

General

- Help ensure all NI activity is consistent with and effectively supports Hearing Link's overall strategic aims
- Maintain accurate and up-to-date records according to organisational practices
- Contribute to the effective flow of information within the organisation

This job description is subject to regular review by line manager, post holder and Connect Hear NI Project Team in order to keep abreast of the changing needs of the organisation and the evolving Connect Hear NI Project. The above description describes the main functions of the job. It should not be seen as a detailed description of all the requirements of the job nor as implying that it carries sole responsibility for every function described.

March 2017