**Job Description**  

**RNID Near You Coordinator – Southern Health & Social Care Trust (SHSCT)**

**Salary: £12,480 (£24,960 per annum FTE)** **Contract type: Permanent**

**Hours:** **17.5 per week** **Team: Localities**

**Location: Remote/home working in the SHSCT area**

**Salary Band: Assistant**

**Your Purpose**

You will be responsible for co-ordinating our volunteer delivered RNID Near You – Hearing Ais Support Service in the SHSCT area. This will ensure that deaf people and those with hearing loss or tinnitus receive the support and information needed to lead quality lives.

We do this by offering:

* Practical hearing aid support to those in the SHSCT issued with an NHS hearing aid.
* Information to deaf people and those with hearing loss and tinnitus.
* Hearing checks.

**Your Role**

* Work in partnership with the ***Strategic Planning and Performance Group (SPPG) of the Department of Health*** to develop hearing aid user support services within the Trust.
* Deliver the RNID Near You – Hearing Aid Support Service through volunteer delivered activities in community drop-in sessions, care homes and hospital settings across the SHSCT.
* Maintain and develop the service so that deaf people, people with hearing loss and tinnitus can access services to help them manage their hearing loss and find information and support which will empower them live independently.
* Co-ordinate a team of volunteers in line with RNID policies, ensuring they are recruited, developed, trained, supported, and motivated to provide a high quality of service.
* Undertake activities to set up and maintain drop-in sessions and provide service cover, as required.
* Work with RNID colleagues, partner organisations and local volunteering organisations to recruit, induct and train volunteers.
* Co-ordinate the promotion of the service and raise awareness of the service e.g. attending meetings or through presentations to groups and organisations, face to face or remotely.
* Develop the service to utilise RNID online resources and digital tools and support volunteers to use these tools.
* Liaise with other local service providers to respond to the needs of deaf people and those with hearing loss or tinnitus; and develop links with other organisations and agencies working with them.
* Keep monitoring, evaluation and related records accurate and up to date via the RNID Near You database.
* Produce the statistics and service information required to complete funder reports so they are on time and meet the funding specific outcomes.
* Carry out general administration relating to the service.
* Complete any other duties and responsibilities when requested which are related to the specific funding contract or role and to attend any relevant training.
* Carry out the duties and responsibilities of the post at all times in compliance with all of RNID policies, including Equal Opportunities, Health and Safety and Data Protection.

**You**

You will need:

* To live in or near the Southern Health & Social Care Trust area.
* Demonstrable experience of recruiting, training, and managing volunteers.
* Knowledge of best practice in volunteer management.
* Sustained project or service delivery experience gained in a relevant setting.
* Proven ability to achieve targets and maintain quality standards.
* Ability to produce written and numerical information accurately.
* Ability to develop working relationships and communicate effectively with colleagues, people we support, volunteers and external stakeholders.
* Experience of giving presentations.
* Excellent IT skills, including working knowledge of Microsoft Office software.
* Knowledge of data protection and confidentiality compliance.
* An understanding of the issues affecting deaf people and those with hearing loss or tinnitus and an open and inclusive attitude that supports the development and knowledge of deaf culture.
* Ability to work independently and on own initiative.
* Ability to travel across the area and to work occasional evenings and weekends.

**Qualifications**

* No essential qualifications but a good standard of written English and attention to detail is a requirement.

**This post is subject to an Enhanced Disclosure and Barring Service clearance.**