

Job description

Post: Communicator Guide Level 1

Grade: Frontline Worker (pt SW)

Responsible to: Manager

Accountable to: Operations Manager

Context

In this role you are a frontline worker supporting people who use clear speech as their chosen communication method, but may have a range of acquired hearing and/or vision impairments, in some services, the people you support will also have complex needs and learning disabilities.

In different services you could be supporting children, adults or older adults, or possibly people from different age groups.

The settings for Sense frontline workers include:

- Residential and supported living services
- Day activities services
- The Sense College



- Community services

Our Communicator Guide services enable people to:

- have choice and control over their lives
- live as independently as possible and decrease isolation;
- maximise opportunities to engage in practical, positive and stimulating activities and participate in their local community

You will work in a particular service setting, of which more details will be provided in a one-page service profile. In line with our commitment to support people in the most flexible and person centred way we can, you may be asked to work in different services or settings in the future.

Purpose

The term Communicator Guide is used to emphasise the communication support and escorting / guiding elements of the role and service. Communicator Guides act as the eyes and ears of the person with sight and hearing loss and in some settings work on a one-to-one basis. Communicator Guides are trained to support and facilitate communication in different situations and provide support through communication, mobility and access to information / services to people with both sight and hearing difficulties. Communicator Guides are impartial and give information rather than advice.

The main purpose of a Communicator Guide is to support people to be as involved as possible in every part of their day to day lives so that they can be full and active members of society. You will work within the framework of the Sense I Statements to:

1. Keep the needs of the people you are supporting at the centre of your attention at all times;
2. Enable the people you support to influence their services and the way



they are supported;

3. Help Sense to provide a high quality service.
4. Carrying out Communicator Guide specific responsibilities.

Key Responsibilities

1. Keeping the needs of the people you are supporting at the centre of your attention. This means:

- 1.1 Listening and responding to people, using their preferred communication skills to support them.
- 1.2 Supporting people to make sense of their environments and to access their communities.
- 1.3 Supporting people to learn new skills.
- 1.4 Supporting people with their health and well-being.
- 1.5 Supporting people with their personal care, if needed.
- 1.6 *Supporting people with their behaviour, if needed.
- 1.7 Following any written plans and guidelines for each person.
- 1.8 Respecting people's diversity, age, gender, ethnic origin, religious/cultural background, abilities/disabilities, and other needs.

2. Enabling the people you support to influence their services and the way they are supported. This means:

- 2.1 Using this information to co-produce person-centred guidelines and plans, involving families, friends and other professionals if this is appropriate.
- 2.2 Providing opportunities to enable people to make choices and



decisions.

- 2.3 Supporting people to take part in the running of their own homes, if you work in a home environment.
- 2.4 Advocate on the behalf of and/or speak up for them.
- 2.5 Supporting people to keep in contact with family and friends, and to develop their social networks.

3. Helping Sense to provide a high quality service by:

- 3.1 Keeping all records of your work up to date and accurate. Ensure critical information is passed to Supervisor as necessary.
- 3.2 Completing Sense's induction and skills development programme and attending courses arranged by your manager. Taking part in supervision. Attending and contributing to meetings.
- 3.3 Behaving respectfully all the time to the people you support, their families/friends, your colleagues, neighbours and members of the public.
- 3.4 Helping new colleagues to get to know the people they are supporting and how to work in the service.
- 3.5 Keeping up to date with Sense's policies and practices and following these at all times.
- 3.6 Keeping a safe, healthy and supportive environment for the people you support, yourself, your colleagues, and anyone else coming into contact with Sense.
- 3.7 You may also be expected to carry out other duties that are in line with the nature and grade of the role.
- 3.8 To contribute to the safeguarding of individuals in our care by adhering to our policies and procedures and ensuring that concerns are escalated to management.



4. Carrying out Communicator Guide responsibilities:

- 4.1 Provide practical help with everyday tasks such as shopping or dealing with mail, assisting to improve or maintain independence within the own home and community and may help people with hearing/and or sight impairments to access services such as GP surgeries, shops and leisure facilities.
- 4.2 May also do short term pieces of work to re-enable people after loss of sight and/or hearing, so to develop a basic communication method, or to re-organise the home to make it more accessible.
- 4.3 Demonstrate good practice to staff in residential and supporting living if the individual is moving to one of those settings.
- 4.4 Communicator guides are assumed to work in situations with less accessible management support and direction and to take greater personal responsibility for an individual service than would be expected as a level one support worker.
- 4.5 Support people with varying levels of complex communication or other support needs.
- 4.6 Guide and mentor other staff.
- 4.7 You may occasionally be required to carry out some work at evenings and weekends.
- 4.8 Communicator Guide training or the equivalent to be completed as agreed with Supervisor.



Person Specification

This section outlines the experience, knowledge, skills and abilities the job holder needs in order to fulfil the requirements of the post. Essential criteria are those which the job holder must have in order to do the job. Desirable criteria are those qualities that would be either useful, or an advantage or those which the jobholder can be trained to do.

Please use the 'additional information' section of the application form to evidence how you meet the essential criteria as well as how your practice reflects the I statements.

Education and Training	
Essential Criteria	Desirable Criteria
Willing to work towards a level qualification in health and social care or equivalent, as appropriate within a specified timescale.	
Willing to complete Sense Communicator Guide training within a specified timescale. Undertake all Sense training appropriate to the people you support and level – this could include classroom based, eLearning team workshops etc.	



<p>Ability to adapt your communication style to meet the needs of those you are working with. Where necessary develop new skills to enable communication through alternative methods of communication at appropriate level.</p> <p>*Demonstrable at interview</p> <ul style="list-style-type: none">• Level 1 – Person we support requires a minimal level of additional communication support. (clear speech) <p>* Understanding of additional communication support/or willingness to learn.</p>	
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Achievements, Experience, Skills and Abilities	
Essential Criteria	Desirable Criteria
Caring/Support Worker experience in a personal/voluntary/professional capacity	Experience of working with/socialising with Deaf/deafblind people/community
Experience of working independently as well as in a team setting.	L1 - Experience of supporting people who have limited capacity. Who may occasionally display behaviours that can challenge and may require positive behaviour support



	Prompting and support with health matters and personal care
Ability to support people with mobility (e.g. assisting with walking, guiding or working with a person who is a wheelchair user)	Experience of outcome based service delivery and the required records which evidence that
An ability to accompany/participate in leisure activities of the person's choice, for example collecting benefits, gym, swimming, accessing banks, attending groups, pubs, shopping, rally's, day trips etc.	Experience of handling money that belongs to other people
To be able to travel from one place to another during working hours supporting the person/s (Communicator Guide Essential).	
Ability to keep records related to people being supported	
Ability and willingness to use a range of communication methods at appropriate level	
Ability to successfully mentor and guide colleagues.	
Ability to handle money and account for expenditure	
	Experience of facilitating a person centered review/individual learning plan



Experience of supporting people who use clear speech as their chosen communication method.	Experience of working with acquired deafblind/sensory impaired adults and provide appropriate level of communication support
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Skills and Abilities	
Essential Criteria	Desirable Criteria
An ability to communicate effectively both in written and non-written format and in formal and informal settings.	
An understanding of both congenital and acquired deafblindness and its implications	
Ability to work on own initiative and use good judgement particularly when working in isolation.	
The ability to build effective working relationships with others (e.g. colleagues, professional bodies and other significant people).	
Ability to keep appropriate and accurate records on the service.	
Ability to creatively solve problems using a person-centred approach	
Number and language skills in order to support individuals with their daily	



activities	
Ability to work in harmony with others on team activities	
L1 – Understanding of varying levels of communication needs and skilled to support a limited range of people we support, in various settings with minimal additional communication needs.	



**The “I” statements detail essential behaviours that we value at Sense.
“I” Statements apply to staff, trustees and people who use the
services.**

Behaviours

- I will be honest and open
- I will listen to others
- I will respect others
- I will participate and contribute
- I will take informed risk
- I will find things to celebrate
- I will understand and respond
- No decision about me without me



Frontline Worker Key Competencies

This job description aligns with the frontline worker key competencies, including the following examples:

It's all about you:

- You demonstrate self-awareness and are aware of others responses to your actions.
- You are open to learning from others and willing to share knowledge and experiences.
- You show high standards of personal and professional behaviour.
- You take appropriate action if ethics and values are compromised

Working with others:

- You help others to play an active role taking into account a person's whole life, including physical, mental, cultural emotional and spiritual needs.

Managing Service:

- You gather feedback from people who use the service or colleagues you support to help develop team and personal plans.
- You actively contribute to discussion about how to improve performance and service.

**Improving Service:**

- You use systematic ways of minimising risk in all that you do
- You continually look for improvement in what we do by talking to those you support and people around you

Setting Direction:

- You influence others by sharing your perspective and knowledge, including influencing key decision makers.
- You help other people to gain influence over things that impact them directly.