



**SightSupport**  
Hull & East Yorkshire

## **JOB DESCRIPTION**

### **Position – Community Advice Officer**

Responsible to: Community Advice Officer Team Leader

### **Main Duties:**

Visit service users in their homes as requested for the purpose of:

- Establishing circumstances and assessing support needs.
- Advise on services and support available from Sight Support and other sources which may be of benefit to the service user.
- Advising and demonstrating equipment, its use and operation.
- Deliver/collect goods and equipment as requested, receive payment and issue receipts on behalf of Sight Support.
- Assist with the reading of correspondence.
- Assist with the completion of benefit forms.
- Keep up to date with changes in systems which may affect service users, such as government initiatives etc.
- Endeavour to relieve isolation / loneliness by signposting into Sight Support activities such as day groups, SocialEYES activities, telephone befriending etc.
- Complete database records of visits briefly describing circumstances, needs for assistance and any referrals made, equipment issued or forms completed etc.
- Participate in service outcome evaluation by completing impact monitoring forms.
- Make and record referrals to other agencies and signpost where appropriate.
- Undertake Risk Assessments of any new visit and update other Risk Assessments as required.
- To bring to the attention of the Services Team Leader any concerns regarding service users in line with the Sight Support Safeguarding Policy.

### **General Requirements**

- Possess as a minimum the essential skills detailed in the person specification.
- Adhere to and uphold Sight Support Hull and East Yorkshires' mission, vision, values, strategic aims and policies.
- Act with integrity and maintain the highest professional standards at all times.
- Maintain a confidential, sensitive and discrete approach to personal, sensitive and organisational information and adhere to Data Protection legislation.
- Contribute to a culture of equality and demonstrate a commitment to removing all forms of discrimination as a colleague and a provider of care to our service users.
- To work flexibly and collaboratively as a member of a small team, including volunteers and to attend and actively contribute to team meetings.
- Actively identify own training needs and personal development, and to participate in training sessions when required.

November 2024

Community Advice Officer

- Observe appropriate Health & Safety procedures and other policies of Sight Support HEY.
- Actively promote the work of Sight Support as an independent charity for the provision of help, support and provision of services in various forms for the benefit of visually impaired people in Hull and the East Riding.

**You may be asked to perform other duties occasionally which are not included above but which will be consistent with the role and promotion of team working within Sight Support.**