

# Job Description

## Guide Communicator



### Summary of Service:

Working with vulnerable adults as a Trainee Guide Communicator in our services you will enable the people you are working with to live as full and independent a life as possible. Assisting them in everyday tasks, opportunities and choices giving them as much control as possible over their own life.

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### Job Purpose:

As a Trainee Guide Communicator you will be required to work as part of a multi-disciplinary team of staff to support the Service User in meeting their needs and expectations.

You will also be required to work on a 1:1 basis in lone worker situations to support service users within their own homes and/or participate in their chosen activities and interests.

### Key Responsibilities

#### 1. Day to day service delivery

As a Trainee Guide Communicator you will take responsibility ensuring that the support provided meets best practice standards and lead by example ensuring that:

- At all times, act as the eyes and ears of the deafblind person, relaying what is seen and heard. This includes spoken, non-verbal, written and environmental information.
- Serve as a guide to the deafblind person, escorting them outside the home (on foot or by public transport) to the destination of their choice.
- Individual service user needs are identified and met in practice.
- Respect and maintain the deafblind person's right to privacy and confidentiality.
- Make phone calls, write letters or complete forms on the deafblind person's behalf.
- Attend planning/evaluation meetings with deafblind people, Operations manager and funding agencies.
- They set and demonstrate good standards of work practice.
- They work as part of a team in the delivery of a high quality service for service users ensuring that all standards as laid down by statutory and internal documents are met.
- Proper record-keeping, including recording incidents and complaints are maintained and passed to the Manager, as soon as possible.
- Comply with the Scottish Social Services Council's Code of Practice for Social Care Workers.

## **2. Reflective Practice**

The Trainee Guide Communicator will ensure that:

- Their knowledge and skills is used to meet the needs of those using the service.
- They maintain a daily record of work and activities undertaken as required by Deafblind Scotland.
- The service is continually reviewed on a day to day basis and the Manager notified of any required changes or improvements.
- Service users and staff have the opportunity to contribute as appropriate to the evaluation of the service, and that staff are involved in setting and achieving clear goals aimed at improving the service.

## **3. Communication**

The Trainee Guide Communicator will:

- Provide deafblind people with access to information/services through the effective use of their preferred communication method which may include BSL, SSE, deafblind manual, lip reading, hands-on signing, clear speech, keyboarding skills, note taking and other means of receptive and expressive communication as required to meet their individual needs.
- Ensure the deafblind person receives full information using their preferred communication method to enable them to make informed decisions.
- Ensure that they establish and maintain good and effective communication partnerships and networks with all relevant parties which will include: Service users and their families, Deafblind Scotland staff, members of the public. Submit reports and timesheets weekly to the Guide Communicator Operations manager.

## **4. Personal and professional development**

The Trainee Guide Communicator will:

- Complete the required mandatory and service specific training within the timescales agreed.
- Attend all practice based support sessions and any supervision meetings as agreed with your line manager.
- Support the Manager, Supervisor and Practitioner in ensuring performance is effectively managed through supervision and professional development plans.
- Support a culture of continuing professional development.
- They are registered with the SSSC, PVG and any other relevant bodies within the required timescales.

## 5. Other requirements.

The Trainee Guide Communicator will:

- Be accountable for their own actions and personal and professional development
- Safeguard and promote the rights, safety and welfare of people using the services
- Be aware of and act in accordance with the SSSC Codes of Practice, your contract of employment and Deafblind Scotland's code of conduct.
- Undertake any other duties as reasonably requested by your line manager or senior management.

## Trainee Guide Communicator Person profile

	Essential
<b>Education/Qualifications</b>	<p><b>Must be in a position to gain qualification as determined by the SSSC for registration;</b></p> <p><b>Be able to gain registration with the SSSC within the timescale required, where relevant.</b></p>
<b>Experience/Understanding</b>	Evidence of a desire to work in a support role
	Demonstrate a working knowledge of current statutory requirements, Care Inspectorate standards, registration requirements and the SSSC Codes of Practice
<b>Skills and Abilities</b>	Be able to demonstrate an ability to work with stakeholders including colleagues, families and external colleagues
	Demonstrate an ability to give clear and concise verbal and written reports.
	Demonstrate an ability to manage and maintain accurate records for petty cash and day to day household expenditure.
	Demonstrate an ability to assess and manage risk.
	Be able to demonstrate an ability to problem solve and think creatively with a view to finding positive outcomes for service users.
	Be able to demonstrate how you remain accountable for the quality of your work and take responsibility for maintaining and improving your knowledge and skills.
	An ability to work flexible hours including evenings, weekends and public holidays.
	IT skills i.e. Microsoft Word and Excel with access to these on a daily basis.
<b>Additional Requirements</b>	A commitment to complete all agreed mandatory and service specific training and development within 1 year

	<b>Desirable</b>
<b>Education/Qualifications</b>	<p><b>SVQ Level 2 (Adult Services) Social Care or HNC Social Care (2005 revised award G7EM15) or other qualification as determined by the SSSC for registration</b></p> <p><b>SVQ Social Services and Healthcare at SCQF Level 6</b></p>
<b>Additional</b>	Ability to communicate through signing
	Hold a full driving licence
	Food Hygiene certificate

**Holidays:** 28 days annual leave inclusive of 8 statutory days (pro-rata for part time) Holiday entitlement is calculated based on the average hours worked over the previous 13 weeks, unless this is not representative of the normal working pattern.

**Probationary period:** 6 months