



Role Profile

Development Worker – Deaf Communication			
Reference No.	K96	Type	Individual
Service	Adult Service (Resources)		
Job Family	Para-Professional 4	Grade	FC6

Purpose
<p>To assist with the development of the Fife Deaf Communication Service for and to improve the quality of life and promote equal access to information and services for D/deaf, deafened, hard of hearing and deafblind people in Fife.</p> <p>To support the development and meet the recommendations of both the BSL National/Fife Local plan and See Hear Strategy.</p> <p>To coordinate and administer Language Service Professionals to cover all services/organisations throughout Fife.</p> <p>To assess for equipment/electronic devices that provide a quality of Life for D/deaf, deafened, hard of hearing and deafblind people in Fife.</p> <p>To provide advice, training and support and to promote effective communication support and technology to users of the Deaf Communication Service.</p> <p>To network, liaise and create links with other professionals as required.</p>

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Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Provide relevant confidential sign language interpreting in a variety of settings, both within Fife Council and external agencies within Fife, including assignments out with normal office hours.	Considerable experience in a Deaf Communication Support Service, working with D/deaf and D/deafblind people (Deliver results- See “How We Work Matters” Framework) Interpreting experience within a variety of settings.	✓ ✓	
Provide interpreting and communication support to enable access to other services/agencies for D/deaf people, including explanation of written material, form filling.	Knowledge of the needs of adults/older people/children with a range of support needs, Communication skills, interpretation of spoken English into BSL and BSL to spoken English, deafblind manual etc (Focus on customers)	✓	
Provide sign language interpreting support to other members of the team when necessary. Advise deaf and hard of hearing customers on how to access and use the Deaf Communication Service.	Educated to SCQF Level 6 which includes Highers or SVQ level 2 or equivalent Qualified in British Sign Language (BSL) to at least level 2 Qualification-in BSL interpreting, Electronic Notetaking, Deaf/blind guide, Lip Speaker and other communication skills	✓ ✓ ✓	
Provide effective assessment, care and review, incorporating and undertaking casework in relation to deafness,	Skills in providing information and advice on deaf issues/services	✓	
Offer advice, information, support and training to Deaf and hard of hearing customers, families, council services and external agencies on using a Language Service Professional and generally increase awareness of issues relating to deafness within other services	Experience in teaching Deaf Awareness Session, BSL taster Session and Bespoke session for internal and external organisations Experience in teaching a certificated British Sign Language qualification minimum of Level 2		✓ ✓

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	Experience of developing and training others in the use of BSL (Take ownership) Knowledge of Fife Council internal systems i.e. SWIFT/AIS, C'Equip and SharePoint.		✓ ✓
Arrange and provide where appropriate other Language Service Professionals where necessary such as BSL interpreters, deafblind communicators, electronic notetakers, lip speakers etc across Fife.			
Be aware of and adhere to good Health and Safety practice relating to sign language interpreting and observe the code of ethics of the registering body for Communication.	Member of NRCPD/SASLI	✓	
Link with other Fife Council services to provide Language Service professional(s) and give advice on technology for staff/service users who are D/deaf, deafened, hard of hearing or deafblind.	Negotiating and problem solving skills Report writing skills	✓ ✓	
Liaise with and maintain positive links with other statutory and voluntary agencies. Work with other services to develop positive partnerships	Experience of supporting communication in a variety of settings	✓	
Network, liaise and create links with other professionals as appropriate	IT Skills (Embrace technology and Information)	✓	
Work as a member of the team in developing and maintaining the systems and procedures of the Deaf Communication Service in line with policies in Fife Council Social Work Service	Team working skills (Work together)	✓	
Coordinate and administer all specialised communication support by Language Service Professionals, for example, BSL interpreters, hands on interpreters, lip speaker, electronic notetakers, deafblind communicators etc across Fife	Ability to provide and contribute to an efficient and effective service	✓	
Prepare and maintain appointments diary and records to adhere to monitoring systems set up within the team, including IT systems, text local etc.			
Monitor communication support across Fife Social Work service and other council services and external agencies as required	Ability to travel throughout Fife	✓	

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Keep up to date with developments in deaf technology in relation to Social Work/Social Care	Knowledge of Equality Act 2010	✓	
Carry out monitoring, logging and report tasks, taking defined action on simple problems. Report unforeseen and exceptional events to the Team Manager	Knowledge of British Sign Language (Scotland) Act 2015		✓
Contribute to and assist in small/large-scale projects that involve community outreach, and assist with organizing and implementing events, conferences and open meetings. Facilitate activities such as social support sessions for local groups to enable them to move forward independently.	Knowledge of See Hear Strategy Knowledge in gathering and preparing resource materials for information stands, pop up sessions, talks and training		✓ ✓
Offer advice, support and awareness and training to users in relation to all communication support, current legislation, specialist equipment and activities.	Knowledge of British Sign Language (BSL) National Plan 2017-2023		✓
Promote the effective use of information, BSL translated information and technology for Social Work, Health and Social Care and other Council Services in relation to D/deaf, D/deafblind people Promote awareness on all online platforms i.e. Facebook, Twitter and YouTube.	Qualification to be able to teach CACDP/Signature Deaf Awareness Course and British Sign Language up to Level 6 or other relevant qualifications in this field.		✓
Assist in the provision and procurement of communication software and hardware along with assistive technology for assessment needs.	Qualification in Level 2 Award in Communicating and Guiding with Deafblind People		✓
Undertake research, information gathering and project work as required			
Assist in the preparation of DCS Newsletter, briefings, procedures and other material. Support BSL Deaf professional to produce BSL translations where requested.	Knowledge of communication tactics		✓
Attend Social Work, Health and Social Care Team and other meetings to promote DCS service provision, deaf awareness and awareness of service language professionals, i.e. BSL interpreting etc.	Knowledge of the types and causes of hearing loss and deafness, hearing aids and hearing implants and Awareness of health conditions relating to deafness	✓ ✓	

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Identify and recommend areas of development in order to achieve continuous improvement of the service.	Knowledge of products and technology and how hearing aids work with other technologies		✓
Participate in Drop in service for Deaf service users to receive advice, support and assistance with correspondence and problems that may arise. Involved in a rota system of 'duty week' dealing with all contacts to the team.	Understanding of local referral process for someone with a hearing loss, profound deafness, tinnitus		✓
Participate in supervision, team meetings, team development days and any training relevant to your post.	Able to work under pressure and work independently and autonomously	✓	
Understanding of degrees and levels of hearing loss, hearing aids, cochlear implant, managing tinnitus, technology and assistive devices.	Experience of joint working		✓
Identify gaps and equalities for target community and seek to redress these by consulting agencies involved setting up short term projects and events. Link with other Deaf services throughout Scotland.	Knowledge of service policies, procedures and resources		✓
Deaf professional who will be responsible for translating into BSL and English to ensure accessible information.	Experience in promoting equality and diversity		✓
Work in partnership with Education primarily to enhance BSL skills of Deaf children.			
Providing objective and accurate feedback and reports as required on pupil achievement, progress and other matters, ensuring the availability of appropriate evidence.			
Work in partnership with Education/Health and Social Care Partnership with accessible information. Advice and support to service when required to ensure they are accessible for D/deaf people.			
Partnership working with NHS Audiology Team within hospital setting carry out audiological care for service users in providing joint clinics for patients/service user. Joint training in hearing aid maintenance with NHS Audiology team.			
Work directly with the Head of Service NHS Audiology team to enhance the partnership working and to improving pathways for customer journeys to improve quality of life for people in Fife who have a hearing loss.			

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Carry out Hearing Screening to promote health hearing as required including service users with complex needs i.e. working in partnership with RNIB and care home residents.			
Partnership working with the Fire Service in relation to Deaf, hard of hearing and Deafblind – fire prevention.			
Participate in Pop Up Sessions to promote healthy hearing providing advice and information on services. Support people with a newly diagnosis of hearing loss and their families.			
Home assessment to provide appropriate advice, technology and equipment to promote independence due to their hearing loss.			
Engaging and Supporting families and carers.			
Support Deaf people with minimal language skills and complex needs. General understanding of benefits and where to signpost to relevant departments.			
Marking sure that risk assessment and risk management are central to achieving good outcomes working with internal/external services in emergency situation to give advice/support to service if working with a D/deaf person re legal, adult protection, child protection and domestic abuse.			
Support communication through end of life care for Deaf, hard of hearing, Deafblind service users.			
Working with Deafblind Scotland to improve access for Deafblind people.			
Dealing with financial system re the Language Service Professional service, Prepare reports when requested.			
Undertake tasks as designated by the team manager, which will contribute to the provision of a high quality communication support unit such as promotion of the Deaf Communication Service.			
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

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Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:

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Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required

Before confirming appointment: You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.

Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results