



### Job Description

JOB TITLE:	Services Co-ordinator
COMPANY:	Deafblind Scotland
BASE:	Deafblind Scotland Learning & Development Centre 1 Neasham Drive, Kirkintilloch, G66 3FA
CONTRACTED HOURS:	Part time (25 hours over 3.50 days) pro-rata
SALARY/BAND/GRADE:	Salary Scale - 20 - 26 (£20,036 - £24,470)
TERM:	Permanent
ANNUAL LEAVE:	25 days annual leave and 12 public holidays (pro-rata)
BENEFITS:	Workplace Pension Scheme, Additional benefits including an employee assistance programme (independent advice, information and support online). Ongoing investment into staff training and development.
RESPONSIBLE TO:	Service Manager
ACCOUNTABLE TO:	Head of Operations

### Background

Deafblind Scotland is the specialist charity working with adults living with dual sensory impairment. Our ambitions are high for members and we are therefore at the cutting edge of finding ways to support people to lead their most meaningful life.

Deafblindness can be a devastating condition that can make daily life extremely challenging and as a result, many dual sensory impaired people become isolated. Our services can make a vital difference to their lives; enabling people to regain confidence, gain vital communication skills and re-establish social connections. Some people may acquire the loss of both senses where others may be born deaf or blind and lose the other sense through conditions such as Ushers Syndrome or through the ageing process.

## **Purpose of Job**

To co-ordinate a Scotland-wide service for deafblind people. To maintain quality standards which meets the needs of deafblind people, funders and stakeholders.

## **Principal duties and responsibilities:**

- Provide efficient co-ordination of the services team and administering support services for deafblind people.
- Provide cover in the absence of the services colleagues.
- Develop and sustain excellent working relationships with all colleagues, service users and others.
- Receive bookings from service users.
- Allocate assignments to staff.
- Input information into Deafblind Scotland's care management system and databases as required.
- Provide service administration support to project workers where appropriate.
- Deliver an effective and efficient telephone answering service, receiving calls, dealing with appropriate enquiries independently and in a professional manner.
- Produce information in alternative formats as required.
- Provide administrative support including word processing of letters, reports and simple accounting duties.
- Research information as required.
- Collate information on service provision and usage and assist in the preparation of monthly management accounts.
- File information as required and keep files up to date.
- Maintain databases as set up by Deafblind Scotland to ensure information can be used in an effective and efficient manner.
- Maintain a safe working environment.
- Maintain a steady flow of information to the Service Manager, reporting any concerns.
- Contribute to the completion of reports to funders as required.
- Undertake guide/communicator assignments as required.
- Other tasks as required by the Chief Executive.

## **Person specification:**

### **The applicant will essentially have:**

1. A positive approach to customer care, demonstrating excellent oral communication and polite telephone manner.
2. Great attention to detail and the ability to work to timescales.
3. A professional and compassionate approach to all aspects of work, reflected in attitude, interpersonal skills and work output.
4. Excellent IT and systems skills and a highly proficient and experienced user of all Microsoft Office applications.
5. Ability to remain solution focussed when dealing with complex or difficult situations.
6. A 'can do' approach and flexible attitude to all aspects of work, reflected in attitude to work in keeping with working for a small charity serving disabled people.
7. A proactive and hands on attitude and a willingness to learn.
8. Ability to work well under pressure using own initiative and use learning from setbacks to build resilience.
9. Ability to work as a team player.
10. A willingness to undertake occasional travel and to work outside normal hours if required.

### **Desirable**

1. Knowledge of care management systems
2. Clean driving licence
3. British Sign Language skills