**MySight York**

**Job Description**

**Title: Community Involvement Officer (Maternity Cover fixed term contract for one year)**

**Salary: £24,496 pro rata (based on 37 hour week)**

**Hours: 35 hours per week to be worked Monday to Friday 09:00 – 16:00**

**Location: MySight York (Merchantgate)**

**Reporting to: Chief Executive Officer**

**Overview**

MySight York is a thriving local charity providing a varied range of services that help people live well with sight loss.

Funded by the National Lottery Community Fund, the role of Community Involvement Officer is to facilitate and develop themed peer-to-peer groups, volunteer-led and community-based services with and for people affected by sight loss. The role will work with volunteers and customers across multiple channels (face to face, phone and online), to act as public ambassadors/change-agents who equip others to make things happen. This includes recruiting to and supporting groups and activities, initiating and nurturing current groups to thrive independently, and developing useful links with external organisations such as schools, businesses, the local authority and other community groups.

In supervising the Community Connector role, you will work with collaborator organisations to deliver a project that transforms activities and services in York and in the surrounding area. This transformation will enable the collaborating organisations to be more accessible to people with sight loss, which will improve wellbeing and reduce feelings of isolation.

The project seeks to build enduring connections between MySight York and a range of community organisations working in:

* Sports, health and wellbeing;
* Arts, crafts and humanities;
* Accessing information and communication technology;
* Children and young people’s activities.

To raise awareness of sight loss in the community and to promote the work of the charity in meeting the needs of people with sight loss.

To oversee the activities program involvement, outreach and engagement and sight loss awareness training courses.

To supervise the Community Connector in all aspects of their role.

**Roles and Responsibilities**

* **Volunteer Support: Recruitment, Supervision, Training.** Recruit and support volunteers to deliver peer engagement and to support activities, enabling self-sustaining groups and activities to thrive and impact an increasing number of people. Deliver VIAT training and Sighted Guiding to new volunteers and offer refresher training on a yearly basis.
* **Enable the delivery of clinics, including, Support with MySight and Esme’s Friends and Living Well with Sight Loss Courses** Enable greater scale and sustainability by co-designing and delivering training sessions for members ably supported by volunteers.
* **Deliver VIAT Training with Community Connector and/or Volunteers**  Organise and deliver visual impairment awareness training and sighted guiding training to York organisations/services
* **Deliver I.T. Support for Access I.T. matching volunteers to clients and sustain working relationship with York Learning Courses.** Carrying out questionnaires, determine need, coordinate dates and availability between volunteer and client and carry out service evaluations.
* **Oversee management of Community Connector to deliver Taster Days for members, Ad hoc Activities (i.e. Let’s Get Active, Sight Village, Roving Reporter Training)** Approx.once every six months providing larger scale taster often collaborating with other organisations.
* **Oversee management of Community Connector to deliver Internal and External Groups with an emphasis on Sports, Health and Wellbeing, Arts and Humanities, Access I.T. and Children and Young People (often serving as regular tasters for what will become available more locally in their community).** Coordinate engagement and support for people with sight loss in York and the surrounding areas, using a hybrid of face to face, online and telephone-based groups, delivering a significant increase in the number of people we reach.
* Oversee mapping exercise pertaining to the four specialisms.
* Oversee promotion of the new project with Fundraising and Marketing Officer through various accessible media. Identify the training needs of the collaborating organisations. Three partners a year for each specialism equating to 12 organisations/services per year for three years.
* Manage the tailoring of the guideline agreement with collaborators to suit each relationship.

* Supervise the offer and delivery of Specialist Visual Impairment Awareness Training VIAT with tailored training on the specialism, depending upon the service.
* Manage the provision of a clear feedback and evaluation process in order for the service to comment on the training, to aid the training’s development and to monitor the learning of service employees and volunteers. Provide reports on the outcomes of training.
* Manage the enhancement of participants towards audit AccessAble, a detailed access guide that lets members of the public know how accessible a service is and be an active consultant to AccessAble surveyors.
* Once service is trained, monitor and evaluate the success of MySight York’s intervention, through quantative and qualitative study.
* Work in preparation towards offering an accredited training package available through e-learning which will enable all staff and volunteers to gain ‘Centre of Excellence Status in Sight Loss Provision’.

* Work in preparation towards supporting the development of the ‘Centre of Excellence Status in Sight Loss Provision’ by enabling the service to impart their knowledge to satellite sites and similar providers in the sector.
* Enable visually impaired people to use their lived experiences to influence social change and inclusion via involvement with local decision making.
* Encourage community members to share their experiences and stories with us and others; and promote through the tools available - such as events, radio, social media and other speaking opportunities.
* Ensure all activities are compliant with our policies and risks are documented with appropriate avoidance and mitigation plans in place.

* Use MySight York systems appropriately to ensure customer data is captured in a way that is complaint with GDPR and enables customers to receive the information they want on an ongoing basis and we are able to measure the impact of what we do.
* Equip volunteers to engage and inspire external organisations such as schools, businesses and community groups to fulfil their role in creating a world where blind and partially sighted people participate equally.
* Engage with the general public and other stakeholders in the community to identify people with, or at risk of sight loss via talks, displays and eye health information.

**Person specification**

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| **Qualifications** | E | D |
| GCSE Maths and English or equivalent | √ |  |
| Experience of developing and delivering training | √ |  |
| **Skills and experience** |  |  |
| Good communication skills, verbal and written, with the ability to develop positive relationships at all levels | √ |  |
| Experience of working to deliver specified outputs and outcomes | √ |  |
| Skills in identifying opportunities for working collaboratively with Health, Social Care and other statutory and voluntary services | √ |  |
| Experience of supervising staff and/or volunteers | √ |  |
| Experience of working in the voluntary sector, or with volunteers | √ |  |
| Experience of using a variety of methods to engage and equip customers at scale digitally but also via telephone and face to face. | √ |  |
| Experience of user engagement and co-production | √ |  |
| Experience in the use of Media, (Radio, Press, Facebook, Blogs) | √ |  |
| **Knowledge** |  |  |
| Understanding of the issues affecting older people |  | √ |
| Understanding of sight loss and the needs of blind and partially sighted people | √ |  |
| Able to prioritise and manage time effectively, creating work schedules prioritising workload and meeting deadlines | √ |  |
| Excellent IT knowledge including Word, Excel, Outlook | √ |  |
| Able to produce accurate and effective reports | √ |  |
| Able to collate and record statistical information to meet monitoring requirements for outputs, outcomes and budgets | √ |  |
| Ability to think creatively and co-develop new ideas, identify potential risks/difficulties and work with community stakeholders to generate workable solutions. | √ |  |
| Ability to spot potential within the community and nurture skills and talent. | √ |  |
| **Values** |  |  |
| A demonstrable commitment to the values of MySight York as a user-led organisation dedicated to addressing social exclusion | √ |  |
| Commitment to equality and diversity and anti-discriminatory practice | √ |  |
| Commitment to excellent customer service | √ |  |