**MySight York**

**Job Description: Community Connector (fixed term contract for three years)**

**Salary: £21,968 pro rata (based on 37 hour week)**

**Hours: 32 hours per week to be worked Monday to Friday (with possibility to job share)**

**Location: York and the surrounding areas**

**Reporting to: Community Involvement Officer**

**Overview**

MySight York is a talented local charity in York providing a varied range of services that help people live well with sight loss. Funded by the National Lottery Community Fund, we have a great opportunity to join our team as a Community Connector.

In this role, you will be a vital member of the team, providing a positive experience for all visitors into our offices and to act as a public ambassador and trainer out in the community.

Working with the Community Involvement Officer 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.

You must be a good team player who can work well with clients, volunteers, staff and collaborating organisations but also be able to work on your own initiative to prioritise your workload.

Respond to enquiries in a professional manner, referring where necessary and provide a high-quality customer focused service in support of the project and MySight York as a charity.

Demonstrate an understanding of sight loss and the needs of people who are blind or partially sighted and have an experience of working with people with a disability.

Undertake all of the following work supervised by the Community Involvement Officer.

**Duties and Responsibilities**

* Through working with volunteers, coordinate engagement and support people with sight loss in York and the surrounding areas to experience a series of activities / events using a hybrid of face-to-face, telephone and online sessions. Successful tasters ultimately leading to more accessible community organisations / activities in their own communities whereby delivering a significant increase in the number of people we reach.
* Map of services with York and the surrounding areas which pertain to the four specialisms.
* Promote 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.
* With the Community Involvement Officer, tailor the guideline agreement with collaborators to suit each relationship.
* Working with the Community Involvement Officer, offer a bespoke Specialist Visual Impairment Awareness Training VIAT to community organisations / services.
* Provide 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.
* Enhance 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.
* Monitor and evaluate the success of MySight York’s intervention, through quantative and qualitative study and evaluate success of activities.
* With the Community Involvement Officer, offer an accredited training package available through e-learning content which will enable all staff and volunteers to gain ‘Centre of Excellence Status in Sight Loss Provision’.
* Support 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 people with sight loss 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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| --- | --- | --- |
|  | **Essential** | **Desirable** |
| **Qualifications** |  |  |
| GCSE Grade A-C English and Maths or equivalent | √ |  |
| **Skills and knowledge** |  |  |
| Strong interpersonal skills and the ability to deal with a diverse range of people | √ |  |
| Ability to work in a person-centred way, with a way of working that is appropriate to each individual | √ |  |
| Good IT skills including Microsoft Office | √ |  |
| Able to work alone using self-motivation but also to work effectively as part of a team | √ |  |
| Flexible around hours, days and tasks undertaken | √ |  |
| Committed to working to agreed standards and best practices in all aspect of the role | √ |  |
| **Experience** |  |  |
| Experience in basic administrative tasks | √ |  |
| Ability to demonstrate an understanding of people living with a disability and sensitive to the needs of people with sight loss | √ |  |
| Understanding of the voluntary, community and social enterprise (VCSE) sector | √ |  |
| Experience of working with volunteers | √ |  |
| Experience of working to deadlines | √ |  |
| Experience of delivering training and / or education |  | √ |
| 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 | √ |  |