

## **Job Description.**

### **Guide/Communicator Service Administrator**

**c£15,000pa** (NB. *This post is to be re-graded*)

Deafblind Scotland is at the cutting edge of work with dual sensory impaired adults and work to reduce the isolation experienced by adults who have lost or are losing their sight and hearing. This vital service provides one to one guiding and communication support to deafblind adults throughout Scotland.

### **Purpose of job**

To provide administrative support to a Scotland-wide guide/communicator service for deafblind people. To maintain a quality service which meets the needs of user, funder and provider alike.

### **Specific Tasks**

- Receive and record requests for service from deafblind people, their families and carers.
- Ascertain the availability of guide/communicators in each area.
- Allocate appropriate assignments to each guide/communicator.
- Ensure each assignment is properly costed against a contract.
- Maintain contact with service users, confirming arrangement receiving information accepting complaints.
- Take steps to ensure guide/communicators work to the Code of Practice, recognised guidelines and their contract with Deafblind Scotland at all times.
- Report daily to line manager providing up-to-date information, causes for concern with users or guide/communicators.
- Maintain records as required to run the service.
- Work as a guide/communicator when circumstances require.
- Undertake other tasks as requested by the Line Manager.

## **Person Specification**

The person should have:

Computer skills in MS Office, database and spreadsheets.

A professional approach to all aspects of work, reflected in attitude, interpersonal skills and work output.

A flexible attitude to working for a small charity serving disabled people.

A willingness to work outside normal hours if required.

BSL skills or willingness to learn immediately on appointment.

Willingness to travel within Scotland

Car owner

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