

Community Resource Officer (CRO) – Based in Cabra, Dublin 7.

Job Description

Chime is a registered charity operating through several resource centres throughout the country. The aim of Chime is to provide services in a holistic-focused and client-centred approach resulting in the provision of quality services and high levels of client satisfaction. Our goal is to deliver services that ensure improved quality of life outcomes for our clients.

At Chime, we are a value driven organisation, supporting our clients to achieve the best possible outcomes. We promote staff development, enable staff to fulfil their potential while providing top class service delivery. Chime is a diverse and inclusive work environment where thinking outside the box to achieve our goals is positively encouraged and promoting collaborative working relationships is key in terms of supporting and meeting the needs of our clients.

The key objective of the Community Resource Officer role is to provide clients with a high-quality service in a community setting that positively impacts on the lives of our clients and to grow and develop the service based on the evolving needs of Deaf and Hard of Hearing people.

Chime is currently recruiting for a Community Resource Officer's post. This is a full-time 35 hours per week, permanent contract.

Key Responsibilities: The Community Resource Officer (CRO) will be responsible for Hard of Hearing, Tinnitus, and Cochlear Implant clients. Specialised training within this sector will be provided.

Service Delivery

- Grow, promote, and develop community outreach clinics within the designated areas.
- Manage cases by conducting needs assessments for service users and assist them in accessing necessary services, including assistive technology.
- Develop person-centred plans to support and address identified needs such as quality of life issues.
- Design, organise, and facilitate group sessions to address diverse current and evolving needs.
- Engage effectively with service users and collaborate with statutory, community, and voluntary organizations.
- Increase awareness on the needs of service users to professionals and the public at large.
- Adhere to safeguarding procedure and relevant external standards.
- Provide information, advice, and advocacy.

Interagency collaboration

- To work in partnership with other community services to best meet the needs of Chime service users by collaborating resources and planning targeted interventions.
- Referrals to other professionals both internally and externally to ensure optimal care and support is provided.

Other Duties

- To actively participate in team and staff meetings, service reviews/evaluations and to contribute to the development of policy and practice within your area of work at Chime.
- Participate in and engage with regular 1:1 and performance management meetings alongside your area manager.
- To be vigilant to any health, safety, and welfare risks in the workplace and bring any concerns to your manager or local Health & Safety Officer.
- To provide support and cover to other Community Resource Officers in the region.
- Carry out minor hearing aid repairs. Full training will be provided
- Occasional work outside regular hours may be necessary.
- Any other duties as determined by the Area Manager.

PERSON SPECIFICATION

Essential Experience

Education and Experience

- Professional qualification (Level 7 per National Framework of Qualifications) in Community Work, Social Care, or related Social Science Discipline or Degree level.
- 2-years paid experience working in a community-based role in any of the above disciplines.
- Experience in case management and record keeping.
- Full clean driver's license and access to car.
- IT skills to include Word, Excel, and Microsoft Outlook.

Personal Characteristics

- Committed to delivering a high-quality service with care and support to Chime users and their families.
- A team player who is highly motivated.
- Excellent organisational skills.
- Excellent communication skills.
- Ability to work autonomously, acting on own initiative and consulting where appropriate.
- Ability to work under pressure and to make decisions in consultation with the area manager when appropriate, and an ability to engage in reflective practice.
- Demonstrate commitment to best practices while embracing innovation, adaptability, and continuous learning through mentorship and feedback.



Desirable experience

- Possess a comprehensive knowledge and awareness of issues relating to Deafness and hearing loss.

Training and Professional Development

The appointed post holder will receive:

- Specialist training in relation to Deafness, Hearing Loss, Cochlear Implants, and Tinnitus.
- Access to Irish Sign Language (ISL) FETAC accredited courses.

Other Benefits

- Competitive Section 39 Salary Scale
- Competitive DC Pension
- Employee Assistance Programme
- 26 Days Annual Leave + Birthday Leave
- Bike to Work Scheme
- Employee Assistance Programme
- Free Parking

This Job Description is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to them from time to time and to contribute to the development of the post. As circumstances change it may be necessary to review the responsibilities outlined above. This will be done in consultation with the post holder.

Chime is an Equal Opportunities Employer