Community Resource Officer (CRO) - with Lead Responsibility for Deaf Community Services. Based in Waterford – covering Waterford, Wexford, Kilkenny, Carlow, and South Tipperary

Job Description

Chime is a registered charity operating through a number of resource centers throughout the country. The aim of Chime is to provide services in a holistic-focused and client-centered 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

The post is full time, and the post holder will have lead responsibility for the delivery of services to Deaf clients in Waterford, Wexford, Kilkenny, Carlow, and South Tipperary.

Lead Role Key Responsibilities:

- Proactively develop the core 1:1 service we provide for our Deaf clients. This includes assessments, advocacy, and personal supports to address their needs and quality of life issues.
- Ensure that rights and entitlement issues of Deaf clients are addressed by advocating on their behalf and supporting clients to self-advocate.
- Develop and facilitate impactful group sessions to support this client group. These sessions will include advice and information, personal development and social inclusion. These will range in frequency from monthly to quarterly.
- Provide a high quality, effective assistive technology service providing demonstrations and assessments for Deaf clients.
- Grow, promote, and develop community outreach clinics within the region.
- Work in partnership with other community services to best meet the needs of Chime service users by collaborating resources and planning targeted interventions.
- Make timely referrals to internal and external professionals to ensure optimal care and support.
- Increase awareness of the needs of Deaf people to professionals and the general public through information awareness sessions.

General CRO Responsibilities

While it is envisaged that this role will lead out on Deaf Community Services, the role also involves completing general CRO duties:

- Provide information, advice, and advocacy,
- Provide support and cover for other CRO roles in the region,
- Carry out minor hearing aid repairs,
- Run external information sessions,
- Provide administrative office support, as required.

CRO Key Requirements

- Deliver a high level of customer service in accordance with Chime's values.
- Ensure that referrals and case management is completed in line with Chime's procedures.
- Make referrals to other professionals internally and externally to ensure optimal care and support of clients.
- Ensure case records are properly and accurately maintained in line with GDPR guidelines and that appropriate statistical information is available upon request.
- Ensure accurate and timely reporting on Salesforce is maintained.

- Develop links and excellent working relationships with relevant community groups and service providers.
- Participate in Chime's Performance Management Development System working to agreed objectives.
- Actively participate in a team approach as required to ensure the continuity of Chime services.
- Any other duties as may be determined by the Area Manager.

PERSON SPECIFICATION

Essential Criteria:

- Possess a knowledge and awareness of issues relating to Deafness, Hard of Hearing and Tinnitus.
- Minimum Level 5 in Community Development, Disability Studies, Healthcare Support, or a related discipline.
- 2-years paid experience in a similar role.
- Experience in case management and record keeping.
- IT skills to include Word, Excel, and Microsoft Outlook.
- Due to the community nature of this role, a full driving license and access to a car is required.

Personal Characteristics

- Excellent interpersonal and communication skills.
- Ability to evaluate information and make effective decisions especially with regard to service user care.
- Possess a proactive approach to develop a high-quality service.
- Excellent organisational skills.
- Enthusiastic, flexible, adaptable, and open to change.
- Ability to work on own initiative and as part of a team.
- IT skills to include Word, Excel, and Microsoft Outlook.
- Commitment to continuing professional development.

Desirable Criteria:

- Possess knowledge and awareness of issues related to Deafness, hearing loss, and Tinnitus.
- Irish Sign Language skills an advantage but not required as full training will be provided.

Training and Professional Development

The appointed post holder will receive:

- Training in relation to Deafness, Hearing Loss, Cochlear Implants, and Tinnitus.
- Training in Minor Hearing Aid Repairs
- Training on Chime's CRM.
- Training on Assistive Technology.
- Access to Irish Sign Language (ISL) QQI accredited courses.

Other Benefits

- Competitive DC Pension.
- Employee Assistance Programme.
- 25 Days Annual Leave + Birthday Leave.
- Bike to Work Scheme.
- Employee Assistance Programme.