

Community Resource Officer (CRO) – North West (Donegal / Sligo)

Based in Letterkenny with 4 days per month outreach in Sligo.

Job Description

Chime is a registered charity operating through a number of 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.

Key Responsibilities

The post is full-time, and the post holder will have lead responsibility for Hard of Hearing (HOH), Tinnitus, and Cochlear Implant clients for which training will be provided.

Service Delivery

- Manage cases by conducting needs assessments for service users and assist them in accessing necessary services, including assistive technology.
- Liaise effectively with service users and other statutory, community, and voluntary bodies.
- Plan, develop and deliver group work sessions to support a range of presenting or emerging needs.
- Grow, promote, and develop community outreach clinics in the area.
- Adhere to safeguarding procedure and relevant external standards.
- Provide information, advice, and advocacy to clients.
- To deliver workshops to clients based on need: (Tinnitus, Hearing Loss).
- To deliver information and training sessions to external stakeholders.

Partnership

- 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.
- Increase awareness on the needs of service users to professionals and the general public.

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 supervision and performance management alongside your line manager.
- To show reasonable flexibility in relation to hours of attendance to meet the needs of the work. Work outside of normal working hours may be required from time to time.
- 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 cover in Chime resource centres when required.
- Provide support and cover to other Community Resource Officers in the region.
- Carry out minor hearing aid repairs. Full training will be provided
- Any other duties as determined by the Area Manager.

Person Specification

Essential experience Education and Experience

- Professional qualification (Level 5 per National Framework of Qualifications) in Community Work, Social Care, or related Social Science Discipline.
- 2-years paid experience in a community-based role.
- Experience in case management and record keeping.
- IT skills to include Word, Excel, and Microsoft Outlook.
- Full clean driver's license.

Personal Characteristics

- Commitment to the delivery of quality services to Chime service 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 line manager when appropriate, and an ability to engage in reflective practice.
- To be committed to adhering to best practice and be innovative and open to change, accepting coaching and feedback on an on-going basis.

Desirable experience

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

Training and Professional Development

The appointed post holder will receive:

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

- Training in Minor Hearing Aid Repairs.
- Training on Chime's CRM.
- Training on Assistive Technology.

Other Benefits

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