

Job Title: Communicator Guide

Grade: Grade B

Reports to: Local Business Manager – Private Customer Service

Role Responsibilities: No line management or budget responsibilities

The Role

Our vision is to transform lives, empowering independence through care excellence for all. This role requires strong people skills and the ability to deliver a customer centric service. ECL's services alongside all activities within the wider social care sector are undergoing critical reviews and this role is key to achieving the redefined outcomes and objectives.

To deliver these the role of Communicator Guide is key to providing high quality support to sensory impaired adults to maximise their independence, choice and control, and to provide support for their carers and families.

It will require a high level of understanding of the geographical area and the resources available enabling a motivated and empowered workforce to deliver the emerging strategies in the Sensory Service work, wellbeing, and community services.

You will have the ability to work independently in the community using your initiative and the support of the team problem solving and making decisions to best meet individual's needs. This will require flexibility, adaptability and a positive 'can do' attitude.

Job purpose

To act as a Sighted/Communicator Guide to enable people with a sensory loss to access the community and carry out everyday activities independently. To provide high quality personalised one to one support to individuals with sight and / or hearing loss.

The role will involve independent travel to support people within their local communities, on days out to other locations and to health appointments across the region. This requires the ability to positively empower people to have choice and control over their activities whilst staying within ECL professional boundaries and company policy.

It is essential for Communicator Guides to work closely with Local Business Manager, Resource Planner and Trusted Assessor to ensure a safe and high-quality service and to liaise with the wider team to share learning and experiences.

The role is autonomous and requires the post holder to work to a rota, recording accurate and timely worker and customer data using the systems and devices provided.

Key Accountabilities

- You should be friendly, approachable, supportive, adaptable to change and a role model of positive solution thinking and the art of the possible.
- You will have the ability to use the ERP IT system within the Sensory Team, aiding

smooth running and compliance by inputting accurate and timely information and data as required by the role.

- Work flexibly and collaboratively across structural boundaries as part of cross functional teams, and in support of key functional outputs, regardless of where you sit within the organisation.
- Think creatively, challenging the norms, and constructively challenging those around you (including those more senior) to ensure continuous improvement, commercial astuteness, and inspire the same in colleagues.
- Ensure understanding and the proper assessment and mitigation of risk, including Information Governance, Safeguarding, Health and Safety and Business Continuity.
- Responsible for recognising a disclosure of a concern from an individual that requires a safeguarding intervention to be made and to take appropriate action.

Role Specific Accountabilities

- To provide sighted guide assistance and / or communication to the customer, including orientation in unfamiliar environments.
- To assist with managing correspondence, banking, shopping, and accessing health appointments, leisure facilities and the community, and any other activities as detailed within Support Plans that the customer may require.
- To identify and ensure contact is made with the relevant people at meetings, conferences, exhibitions etc. when working in a meeting environment.
- To plan travel times and routes effectively to ensure prompt arrival at customers addresses and health settings.
- Ensure customers contractual hours are met according to the individuals support plan and the outcomes and goals set out.
- Ensure own contractual hours are met with any spare capacity flagged to the Sensory Resource Planner so that alternative work can be allocated.
- Support the health appointment service through prompt responses to appointment resource communications and picking up jobs where possible and practicable.
- Demonstrate excellent communication skills at all times when working with customers and their families or carers.
- Effective organisational skills with the ability to plan, develop and prioritise work to meet deadlines and changes in priority.
- To work effectively with other team members to help support and improve the performance of the team achieving outcomes and targets.
- To keep up to date with the use of the ECL information technology systems and software.
- Undertake and complete all training and development as required for the role.
- Demonstrate excellent communication skills when dealing with colleagues and a range of health and social care professionals.

- To continually review, develop and improve systems, processes and services in support of ECL's pursuit of excellence in service delivery. To recognise the value of its people as a resource.
- Perform any other duties commensurate with the grade of the post.

This job description is only an outline of the tasks, responsibilities and outcomes required of the role. The jobholder will carry out any other duties as may be reasonably required by his/her line manager.

Person specification

Key Skills and Competence

- Excellent communication. Self-motivated. Effective time management skills.
- Strong Customer Service & organisational skills.
- Full UK driving licence, access to a vehicle and willing to use that vehicle for customer transportation.
- Highly motivated towards a client/customer focused service.
- Evidence of dealing with confidential issues sensitively and with total integrity.
- Positive, team player, flexible, thorough, uses initiative, able to work effectively under pressure, good interpersonal skills.
- Able to manage the expectations of the customer and recognise when to escalate issues to a higher level.
- Experience of working with people with sensory impairments desired but not essential.
- Computer literate and ability to use ECL's IT system and devices to record information.
- Achievement of GCSE at grade or equivalent in - Maths & English.
- Demonstrates empathy for the concerns of others, ensuring discretion, sensitivity and non-judgemental in their approach.
- Is flexible in their approach and accepts responsibility and accountability for own work and can define the responsibilities of others.
- Experience of working within a care environment would be an advantage.
- Experience with dealing with sensitive data and understanding of Information Governance.
- Accurate record keeping with an eye for detail.
- Work independently, under own initiative within a fast-paced environment.

Our Values



Supporting others with care, compassion, and positive engagement.



Working efficiently and innovatively to achieve excellence.



Working together to achieve our common goals.



Being open and having the courage to do what is right