

Job Title: Sensory Co-ordination Officer

Grade: Band C

Reports to: Sensory Operational Manager / Local Business Manager (LBM)

Role Responsibilities: No line management or budget responsibilities

The Role

ECL's vision is to transform lives, empowering independence through care excellence for all. This role requires strong commercial awareness and the ability to deliver a customer centric service.

To undertake the full range of functions of the customer support role within an agreed remit of ECL Sensory Service directly reporting to the Sensory Operational Manager or LBM.

Be collectively accountable for the development and delivery of the whole service in accordance with Sensory outcomes within agreed resource base.

Promote a customer-focused image to all customers by direct contact, telephone, textphone, SMS, Skype (or similar) and email.

Job purpose

Act as first point of contact for all sensory enquiries using appropriate communication skills and methods to resolve sensory customers' requests.

Using a detailed understanding of the sensory pathway and support systems available, triage sensory impaired customers to the appropriate sensory pathway.

Support the monitoring and reporting processes for the efficient upkeep of all buildings, equipment and services within the team.

Key Accountabilities

- Work flexibly and collaboratively in support of key functional outputs.
- 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.

Duties and Responsibilities

- To work alongside the Head of Sensory, Sensory Operational Manager, LBMs and staff team to enable them to perform their role in the most efficient way possible, taking initiative where appropriate.
- To act as first point of contact in receiving and responding to referrals, enquiries and requests (in all formats) from professionals, customers and the public.
- To respond to enquiries from Deaf customers and employees via Text-phone, Text relay, SMS, Skype (or similar) or email using appropriate communication skills and methods and offering first contact resolution where possible.
- To maintain up to date information and knowledge on a wide variety of services available and the processes to access them.
- To ensure effective decision making when triaging referrals either straight through to appropriate home assessment, either with the Voluntary Community Services (VCS) or ECL.
- To meet the service referral KPI's of 'triage being completed in given timeframes' or flag promptly to an appropriate manager if there are concerns this KPI will be missed including suggestions to mitigate the risk.
- To maintain the team waiting list following agreed processes ensuring compliance with the KPI: 'Waiting list reviews completed as scheduled every 6-8 weeks.'
- To work with the Operations Manager in regular allocations meetings to ensure the teams 2-week and 4-week KPI's are met.
- To deal with safeguarding concerns promptly following policy and seeking the support of managers where required.
- To ensure customer recording is completed and updated on all relevant IT systems.
- To ensure allocation of sensory community visits are covered effectively and reconciled in line with month-end processes.
- To process sensory registration requests on behalf of ECC, requesting additional information where needed, sending out registration cards and producing statistics and data as required; undertake regular data cleanse to maintain accuracy.
- To undertake Certificate of Visual Impairment (CVI) ring-backs to support customers' wellbeing following best practice guidelines of the ring-back taking place within 2-weeks of CVI receipt.
- To use effective communication and support for Deaf and/or hard of hearing and visually impaired team members in carrying out their duties including producing and procuring information in accessible formats as requested.

- To maintain close working relationships with Essex Sensory Community Voluntary Sector partners and coordinate activity including signposting, referrals and data collation to ensure our customers get the best of us working effectively together.
- To respond to enquiries for all functional areas of ECL demonstrating an understanding of appropriate policies and procedures, resolving simple enquiries using information systems and agreed processes.
- To maintain confidential records, both manual and electronic including general filing information systems to ensure an efficient and effective retrieval of information and be aware of the general information Governance and GDPR requirements of the Service.
- To deal with a wide range of people (including professionals, customers and the public) at all levels both from within and outside of ECL, often regarding sensitive, complex and contentious issues and resolving such issues as far as possible at the point of contact.

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 their line manager.

Person Specification

Key Skills & Qualifications

- Good general level of education, including English and Mathematics at GCSE grade A-C, or demonstrably equivalent abilities.
- Business Administration NVQ 3 or equivalent experience/ability.
- IAG NVQ Level 3 or equivalent experience/ability.
- Sensory awareness trained or willingness to work towards.
- Sighted Guide trained or willingness to work towards.
- Appropriate communications skills including clear speech for working face to face with Deaf and Hearing-impaired staff and customers or willingness to undertake training.
- Experience of working in a setting with direct sensory customer contact, giving information and advice to customers by telephone or in person or using formats appropriate for the customer.
- Ability to use telephony and data retrieval systems to a high standard.
- Experience of accessing information sources, both electronically and paper based and production of reports using Excel.
- Excellent IT skills including Text-phone, e-mail, Word, Excel, PowerPoint and MS Outlook.
- Working as part of a team demonstrating flexibility.
- Working within a Local Authority or other complex organisation.
- Ability to work to tight deadlines, with a strong eye for accuracy under pressure.
- An appropriate level of experience working with increased responsibility.
- Experience of dealing with financial information, including monitoring, recording and reporting processes.
- Ability to maintain high level of confidentiality.

Our Values



Caring

Supporting others with care, compassion, and positive engagement.



Excellence

Working efficiently and innovatively to achieve excellence.



Teamwork

Working together to achieve our common goals.



Integrity

Being open and having the courage to do what is right