

Dear Applicant,

**RE: Vacancy at Deafness Resource Centre**

Thank you for your interest in the vacancy of Outreach Worker at the Deafness Resource Centre.

Please find enclosed the Application Pack, which includes:

- Job Description (1 page)
- Person Specification (1 page)
- Application Process (1 page)
- Application Form (6 pages)
- Equal Opportunities Policy (1 page)
- Equal Opportunities Monitoring Form (1 page)

If any of this information is missing, please contact Reception at the Deafness Resource Centre using the details below.

If applying by post, please ensure all relevant pages are printed and sent to us.

The closing date for applications is **12.00pm on Friday 21<sup>st</sup> December 2018**

Please note that CVs cannot be accepted as part of, or instead of, an application.

We look forward to receiving your completed application.

Yours sincerely

*Helen*

Helen Fitzgerald  
Chief Officer

NOTE: the term D/deaf is a collective reference to people who are profoundly deaf, deafened, hard of hearing and deaf blind.

**DEAFNESS RESOURCE CENTRE LIMITED**

Registered Charity No. 1128148, Company Limited by Guarantee 6807282, Registered in England and Wales

32-40 Dentons Green Lane, St Helens, WA10 2QB Tel: 01744 23887 (Voice / Minicom) Fax: 01744 611540  
Chairman of Committee: **Mr J E Clark** Hon President: **Rev Canon F Naylor** Hon. Treasurer: **Mr P Harvey** Chief Officer: **Ms H Fitzgerald**  
Patron: **The Rt Hon Lord Ashley of Stoke** Patron: **Rt Rev Dr James Jones, Bishop of Liverpool**





## Job Description

### Outreach Worker

Employed by: Deafness Resource Centre

Based: Halton Sensory Services (Widnes)

Line Manager: TBC

Hours: 18 per week

Salary: £18,070 (pro-rata)

#### Overall Role:

To ensure that people with sensory loss are provided with relevant information and support to facilitate their independence and improved quality of life.

#### Duties:

1. Deal with client enquiries via email, telephone, text or face to face, making appropriate referrals as necessary and ensuring client needs are met.
2. Record and maintain accurate client information using Care First 6 (Halton Borough Council software) and other 'in house' database systems.
3. Develop and maintain monitoring and evaluation systems to determine participation rates, satisfaction levels and impact.
4. Produce monitoring and evaluation reports to fulfil organisational needs; contractual and funding requirements
5. Promote and raise the profile of Halton Sensory Services in partnership with Vision Support to the wider community and local service providers using social media, literature and presentations/networking.
6. Support colleagues in the delivery and development of an integrated sensory service in Halton
7. Undertake appropriate training and learning opportunities to fulfil the role to its full potential and to strive for continuous personal development
8. Act within the DRC's policies and procedures particularly Health & Safety, the promotion of equality of opportunity and Safeguarding of adults and children.
9. Undertake any other duties within the scope of the role as directed by line manager.

**PERSON SPECIFICATION – OUTREACH WORKER**

<b>Key Criteria:</b> Candidates will be assessed from a combination of information provided on the application form, interview, presentation and references	<b>Essential / Desirable</b>	<b>Measured by</b> A: application I: interview P: Presentation R: Reference
<b>Qualifications / Education</b>		
1. British Sign Language Level 2 or native BSL user	Essential	A
<b>Experience / Knowledge</b>		
2. Knowledge and understanding of the issues faced by people with sensory loss	Desirable	A/I
3. Experience of working in community based settings to reach the more isolated members of the community	Essential	A/I
4. An understanding and knowledge of safeguarding principals and keeping children and vulnerable adults safe and free from harm	Desirable	A/I
5. Experience of organising a variety of promotional and marketing activities to specific audiences	Essential	A/I
<b>Skills /Abilities</b>		
6. The ability to influence and motivate individuals	Essential	A/I
7. Excellent communication skills both verbal and written	Essential	A/R
8. The ability to forge effective working partnerships with a range of individuals and groups	Essential	A/I
9. The ability to produce promotional material and information in a variety of formats	Desirable	A
10. Good working knowledge and competency using Office 365 software	Essential	A
<b>Personal Qualities</b>		
11. Self-motivated, enthusiastic and focused	Essential	A/I
12. Commitment to the concept of equal opportunities in all aspects of the role	Essential	I/R
13. Excellent team worker with the ability to work alone	Essential	I/R
<b>Other Requirements</b>		
14. Ability to travel independently	Essential	A
15. Ability to occasionally work evenings or weekends	Desirable	A

# Application Process

---

**Closing Date:** 12.00pm on Friday 21<sup>st</sup> December 2018

**Interviews:** Date to be confirmed

Completed applications can be submitted by either post or email.

**Post to:**

Vacancy Ref OWC  
FAO Helen Fitzgerald  
Deafness Resource Centre Ltd  
32-40 Dentons Green Lane  
St Helens  
Merseyside  
WA10 2QB

**Email to:** [helen.fitzgerald@deafnessresourcecentre.org](mailto:helen.fitzgerald@deafnessresourcecentre.org)

**Short-listing:**

The contents of each employment application will be reviewed against the Person Specification and Job Description. Applications will be assessed based only on the information provided and how far it demonstrates the applicant's ability to meet the criteria for the post.

If you are short-listed for interview, we will contact you in writing, within 2 weeks of the closing date, with details about the date, time and venue of the interview.

If you have been unsuccessful for short-listing, we will contact you in writing, within 3 weeks of the closing date, to inform you of the outcome.

**General Enquiries**

All enquiries regarding this application should be directed to [helen.fitzgerald@deafnessresourcecentre.org](mailto:helen.fitzgerald@deafnessresourcecentre.org) or by telephone 01744 23887

**Other Information**

This post requires an enhanced CRB disclosure



Registered Charity No. 1128148  
Company Limited by Guarantee 6807282, registered in England and Wales

# APPLICATION for EMPLOYMENT

**You should attempt to answer all questions as fully as possible.  
CVs will not be accepted as part of, or instead of, this application form.**

**The organisation is committed to Equal Opportunities and welcomes applications, regardless of disability, sex, marital status, sexual orientation, race, colour, nationality, ethnic or national origins**

**Please complete this form in black ink**

Please return this form to: <b>Post: Chief Officer – Private</b> Deafness Resource Centre 32-40 Dentons Green Lane St Helens Merseyside WA10 2QB <b>Email:</b> helen.fitzgerald@deafnessresourcecentre.org FAO Helen Fitzgerald	Title of the post for which you are applying:
	Please state where you saw the job advertised, or state "Word Of Mouth":

<b>Personal Details</b>		
Title:	Forename(s):	Surname/Family Name:
Address:	Telephone No:	
	Mobile No:	
	Email:	

Have you ever been convicted of a criminal offence? (please circle) **YES / NO**

If YES, please give details of date(s) or offences(s) and sentence(s) passed: This will not necessarily affect your application.

**Important:** if you are applying for a post connected with the provision of services to: children and young persons, older people, disabled people or people with learning disabilities or which involves employment in a Youth Club or Centre. **PLEASE NOTE** that, because of the nature of the work, such employment is exempt from the provisions of section 4 (2) of the Rehabilitation of Offenders Act 1074 (Exemptions) Order, 1975. Applicants are not entitled therefore, to withhold information about convictions which, for purposes, are 'spent' under the provisions of the Act. Any failure to disclose such convictions and, of course, any other convictions could, if the applicant is given employment, result in dismissal or disciplinary action.

The following sections request information on which we decide whether or not to invite you for interview. It is therefore important that you complete all sections fully. You should read the accompanying person specification and job description, and consider carefully whether your knowledge, skills and abilities match what we are looking for.

**Education and Qualifications**

Please give details of any courses attended, duration and qualification(s) obtained. Include training you are currently undertaking which is relevant to the post.

**Voluntary Activities**

Please give details of any voluntary activities you undertake / have undertaken.

**Leisure Time Interests**

Please give details.

**Employment History**

Please give details of work history, beginning with your present/most recent employer (including casual and self employment) and working backwards. If you have not been employed, please proceed to the next question.

Name of Employer	From	To	Job Title and Main Responsibilities	Reason for leaving

**Final Salary in most recent employment:** ----- **Notice required by present employer:** -----

**Reason for Application**

Please state your reasons for applying for this post, and why you think you meet its requirements as outlined in the person specification and job description. Include any other information in support of your application. Continue on a separate sheet if necessary.

**References**

Please give the details of *two referees* whom we may approach. One of these should be your present/last employer or tutor. They should not include relatives or purely personal friends.

<p>Name: -----</p> <p>Address: ----- ----- -----</p> <p>Email:-----</p> <p>Tel. No: -----</p> <p>Capacity in which known -----</p> <p>Is consent needed before taking up reference? <b>YES                      NO</b></p>	<p>Name: -----</p> <p>Address: ----- ----- -----</p> <p>Email:-----</p> <p>Tel. No: -----</p> <p>Capacity in which known -----</p> <p>Is consent needed before taking up reference? <b>YES                      NO</b></p>
--	--

**Personal Requirements**

Do you consider yourself to be disabled? (please circle)                      **YES                      NO**

All applicants with a disability who meet the essential criteria will be short-listed for this position

Can you provide evidence of eligibility to work within the UK under the requirements of s8 of the Asylum and Immigration Act 1996 (such as a P45, P60, pay-slip or National Insurance Card)?  
(please circle)                      **YES                      NO**

Please note that in the event of being offered the post, you will be required to provide such evidence.

**Declaration**

I declare that the information contained in this form is true and accurate. I understand that if it is subsequently discovered that any statement is false or misleading, my employment may be terminated without notice.

Signature:

Date:

## Data Protection – Fair Processing Notice

### Job Applicants

1. The Deafness Resource Centre Ltd (DRC) is committed to a policy of protecting the rights and privacy of individuals, the DRC needs to collect and use certain types of Data in order to carry out our work. This personal information must be collected and dealt with appropriately. The DRC is responsible for complying with the Data Protection Act 1998 and the new General Data Protection Regulation that was introduced from 25<sup>th</sup> May 2018.
2. We are required to state our lawful basis for processing your information which is the **Legitimate Interests** of the organisation.
3. The Deafness Resource Centre collects your personal data in order to conduct a fair and transparent recruitment procedure and to select the most suitable candidate for the position. The information we hold and process will be used for our management and administrative use only. This includes using information to enable us to comply with the recruitment policy, to comply with any legal requirements, monitor performance and protect our legal position in the event of legal proceedings. If you do not provide this data, we may be unable in some circumstances to comply with our obligations and we will tell you about the implications of that decision.
4. The information we hold is detailed in this application form. We will use this information and information obtained from your referees to ascertain your suitability for employment and to determine your Right to Work in the UK. In order to process references and eligibility checks we will share your personal data with the appropriate third parties.
5. Other than stated above, we will not share your personal information with a Third Party unless legally obliged to do so.
6. If your application is successful and you are offered an employment contract with the DRC, we will issue a Staff Data Protection Fair Processing Notice that outlines our Data Protection processes for paid staff.
7. In the event of your application being unsuccessful, your data will be retained and stored securely for a period of six months, at which point it will be disposed of securely.
8. If (in accordance with applicable law) you would like to correct or request access to information that we hold relating to you or if you have any questions about this notice contact the Data Protection Lead (Chief Officer). You also have the right to ask for some but not all of the information we hold and process to be erased (the 'right to be forgotten') in certain circumstances. Data Protection Lead will provide you with further information about the right to be forgotten, if you ask for it.