**Norfolk Deaf Association (NDA)**

**Job Description**

**Job title: Aural Care Mobile Clinic Assistant/Driver**

**Responsible to:** **Senior Aural Care Practitioner**

**Responsible for: Volunteers supporting the Aural Care Mobile Clinic, if required**

# Hours of work: TBA (flexibility required)

**Salary: £TBC (anticipated £9.50 per hour)**

**Place of work: 14 Meridian Way, Meridian Business Park, Norwich, NR7 0TA though the delivery of the service is from various locations across Norfolk**

**Purpose of post:**

To assist the Aural Care Practitioners with the delivery of the Aural Care Service (ACS), with particular responsibility for the running of ACS mobile clinic on a peripatetic basis from various locations across the county of Norfolk.

# Principal duties:

1. To provide administrative assistance to the Aural Care Practitioner onboard by:
* meeting and greeting patients
* checking their personal details and obtain any missing information
* entering the information electronically to patients’ portal on SharePoint
* obtaining the Procedure and Data Protection consents
* processing payments for the procedure
* collecting the post-procedure feedback from patients
* providing advice and information to patients and their families/carers regarding other NDA services.
1. To be responsible for replenishing clinical and information stock on the vehicle.
2. To be responsible for keeping detailed and accurate computerised patient’s records, including the monthly monitoring data on service performance and effectiveness of the service provided.
3. To be responsible for the driving, cleanliness, infection control and upkeep of the vehicle (mobile clinic) and the on-board equipment.
4. To signpost patients to other appropriate sources of help and assistance when necessary.
5. To comply with all driving procedures, standards and service aims.
6. To ensure the safety and comfort of aural care practitioners and patients whilst using the vehicle.
7. To be responsible for preparation of the vehicle and equipment in readiness for service delivery.
8. To be responsible for organising the maintenance and MOT/servicing schedules.
9. To work closely with the Senior Aural Care Practitioner regarding any vehicle faults.
10. To oversee the work and provide support to on-board volunteers (if volunteers are involved in the service delivery).
11. To be available to assist in other areas of the Charity’s work as needs arise.
12. Personal and Professional Development
13. To participate in regular supervision, annual performance review and attendance at team meetings.
14. To be responsible for own personal and professional development to actively participate in identifying training needs and to be willing to undertake training where a need has been identified and agreed with the Chief Executive, to ensure that an effective service is provided.
15. To be able to work some additional hours, as required, to cover staff holiday/sickness and operational need.
16. To undertake any other reasonable duties as directed by the Chief Executive that may reasonably fall within the scope of the post.
17. General responsibilities:
18. To ensure the security within Norfolk Deaf Association at all times and be familiar with emergency procedures;
19. To maintain full and accurate records in accordance with procedures;
20. To implement and adhere to charity’s policies and procedures
21. To incorporate Equal Opportunities Policy and Anti-Discriminatory practice in all areas of work;
22. To maintain the highest level of confidentiality with all personal information held at Norfolk Deaf Association;
23. To implement and adhere to policy and practice in relation to health and safety in all aspects of the post holder’s work. To adhere to the post holder’s own responsibilities to health and safety within the workplace to colleagues, service users and the general public and also whilst working from other sites.
24. To work within established definitions of acceptable and unacceptable risks. To carry out risk assessments and participate in risk management in accordance with the charity’s policies
	* To promote and work within the values of the Norfolk Deaf Association, effectively contributing to its objectives

*The post holder is expected to work within policies and procedures of Norfolk Deaf Association and be committed to its ethos and values. This will include promoting and demonstrating the principles of equal opportunity (including encouraging diversity and tackling discrimination) and sensitivity to the environment.*

**Person Specification**

**Job title:** **Aural Care Mobile Clinic Assistant/Driver**

Criteria required by appointee to ensure job effectiveness: Essential **E**

Desirable **D**

## Qualifications

Good standard of education (GCSE grade C and above, A levels

grade C and above, NVQ, Certificates and Diplomas) E

Other relevant qualifications/on the job training D

**Skills/Personal Qualities and Behaviours**

Good understanding of deafness D

Ability to work to a timetable E

Ability to exercise judgement and initiative within designated

areas of responsibility E

Good communication skills E

Team working skills E

Ability to keep good records, organise work, plan and co-ordinate

effectively and flexibly with colleagues E

Ability to motivate self & volunteers E

Complete discretion, total understanding of the concept of

patient confidentiality E

Friendly and courteous, with a sense of humour E

**Knowledge/Experience**

Experience of working with people E

Experience of driving large vehicles E

Experience in working with volunteers D

Experience of signposting service users to other agencies and services D

Experience of dealing with people at various levels E

Experience of health and social care services D

**Other Requirements**

A positive and flexible attitude to change and development in the service E

***Full clean driving licence and access to a car E***