



## **Outreach and Membership Worker - Job Description and Person Specification**

Job title:	Outreach and Membership Worker
Line Manager:	Business & Development Manager
Term:	One year contract
Hours:	22.5 hours per week (3 days)

### **Project brief:**

The post holder role will be to focus on liaising, informing and engaging with Merseyside Deaf community members to ensure they are fully aware of their rights to access Health and Social Care provision in the Merseyside area.

To offer support, training and information to help Deaf community members understand how to access communication support they may need for medical services including GP appointments, hospital appointments, clinics etc. Working with medical professions and other relevant services to inform and improve access for Deaf users and understanding of our service.

To gather evidence of Deaf people's experience of using GP and other health related services.

To provide training and advice on how to use Signalise Co-op Platform booking system.

To recruit new members (Deaf and Communication Professional members) and to support them in understanding how the co-op works (attending meetings and participating).

### **Duties of the role:**

1. Working as part of a team to design and deliver a range of innovative health related community outreach and engagement activities around the Liverpool/Merseyside area.
2. Developing and sustaining positive relationships with local deaf community members, and also with community leaders, local groups and organisations, and local authority to promote the work and Deaf access.
3. Organising creative and successful events which engage and involve Deaf people from a range of different backgrounds.

4. To attend and support Communication Professionals and Deaf members membership meetings, sending out agendas, zoom links etc. To ensure minutes are taken and BSL summaries are created to ensure all member circles receive information in a timely manner.
5. Self-starter able to manage own workload.

**Essential qualifications and experiences – the successful applicant will have:**

- Excellent knowledge of the Liverpool/Merseyside Deaf community
- Excellent BSL and communication skills and an understanding of Deaf culture
- Experience of Outreach work e.g. Deaf clubs, local health provisions, community projects and individuals
- Awareness of Deaf community members access to GP and health related services
- Experience preparing and delivering training to a range of audiences
- Experience empowering Deaf community to make choices about health access needs
- Promoting the work of Signalise Co-op and encouraging membership
- To assist with Members meetings
- Excellent IT skills and assisting Deaf community to use the Signalise Booking Platform
- Hard-working, reliable and professional, able to manage workload and work in team and alone
- Ability to work at home (office) and within the Deaf community
- Able to work occasional evenings and weekends
- Maintain confidentiality

**Desirable:**

- A reasonable standard of English for preparing/writing reports, training material, correspondence including emails
- Social media knowledge

**Benefits:**

- One year contract
- Opportunity to be part of a unique and innovative user led and member owned community service
- BSL friendly work environment
- Regular supervision and support to plan and writing up training material
- 31 days holiday a year pro-rata including bank holidays (plus an extra bank holiday for the Queen's Jubilee)
- Extra day off for your birthday
- Pension contributions (5% matched from Signalise)