

**Community Resource Officer (CRO) – Dublin Region with Lead Responsibility for Hard of Hearing, Tinnitus, Cochlear Implant (CI) and Bone Anchored Hearing Aid (BAHA) clients (covering Dublin, Kildare, and Wicklow)**

**Job Description**

Chime is a registered charity operating through a number of resource centres throughout the country. The aim of Chime is to provide services in a holistic-focused and client-centred approach resulting in the provision of quality services and high levels of client satisfaction. Our goal is to deliver services that ensure improved quality of life outcomes for our clients.

At Chime, we are a values driven organisation, supporting our clients to achieve the best possible outcomes. We promote staff development, enable staff to fulfil their potential while providing top-class service delivery. Chime is a diverse and inclusive work environment where thinking outside the box to achieve our goals is positively encouraged and promoting collaborative working relationships is key in terms of supporting and meeting the needs of our clients.

The key objective of the Community Resource Officer role is to provide clients with a high-quality service in a community setting that positively impacts on the lives of our clients and to grow and develop the service based on the evolving needs of Deaf and Hard of Hearing people.

The post is full time, and the post holder will have lead responsibility for the delivery of services to Hard of Hearing, Tinnitus, Cochlear Implant and BAHA clients in all Dublin areas (CHO 6, 7, 9 in accordance with the HSE).

**Lead Role Key Responsibilities:**

- Deliver an effective 1:1 assessment process and provide support to individuals to address their needs and issues which impact on their quality of life.
- Using processes such as Person-centred Planning (PCP) and Tinnitus Handicap Inventory (THI), implement best practice in the care and support of Hard of Hearing, Tinnitus and Cochlear Implant clients.
- Establish groups for Hard of Hearing and Tinnitus clients throughout the region:
  - Link in with fellow CRO's in the region to identify suitable clients for groups
  - Develop a programme of activities and workshops for groups
  - Foster a peer support ethos during group sessions
  - Network with external organisations to source guest speakers or further supports
- Liaise with fellow CRO's in the region with regards to referrals for other Chime services.
- Arrange Assistive Technology workshops in conjunction with the CRO Lead in AT and include information sessions on listening and communication strategies.
- Engage with clients and stakeholders to ensure services provided are relevant and effective in meeting the needs of clients, e.g. Beaumont Hospital/HSE Audiology & the British Tinnitus Association.
- Make referrals to professionals externally to ensure optimal care and support of clients.
- Take part in activities that increase awareness on the needs of people who are Hard of Hearing, have Tinnitus and/or are cochlear implants users.

While it is envisaged that this role will lead out on the Hard of Hearing, Tinnitus and Cochlear Implant clients, the role also involves completing general CRO duties:

- Provide information, advice, and advocacy both in Community Outreach clinics and in Chime Resource Centres.
- Provide assistive technology demonstrations and assessments.
- Provide support and cover for other CRO's in the Dublin Region.
- Carry out minor hearing aid repairs.
- General administration.

### **CRO Key Requirements**

- Ensure case records are properly and accurately maintained in line with GDPR guidelines and that appropriate statistical information is available upon request.
- Ensure that referrals and case notes are completed in line with Chime's procedures.
- Be familiar with all the appropriate technical aids and effective interventions for people who are Hard of Hearing, have Tinnitus and/or are Cochlear Implant and BAHA users.
- Any other duties as may be determined by the Area Manager.

### **Personal Characteristics**

- Excellent interpersonal and communication skills.
- Ability to evaluate information and make effective decisions particularly with regard to service user care.
- Possess a proactive approach to develop a high-quality service.
- Excellent organisational skills required.
- Enthusiastic, flexible, adaptable, and open to change.
- Ability to self-motivate, work on own initiative and as part of a team.
- IT skills to include Office 365, Word, Excel, and Microsoft Outlook.
- Commitment to continuing professional development.

### **Education, Qualifications & Experience**

- 3 to 5 years' experience in a similar role.
- Third level degree in Community Development or similar qualification, an advantage.
- Possess a knowledge and awareness of issues related to hearing loss and Deafness.
- Knowledge of Tinnitus management techniques an advantage.
- Irish Sign Language skills an advantage – training will be provided where required.
- Full driving license required.