

Community Resource Officer (CRO) – Waterford with Lead Responsibility for Hard of Hearing, Tinnitus and Cochlear Implant clients

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.

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 and Cochlear Implant clients in Waterford, Wexford, Kilkenny, Carlow, and South Tipperary.

Lead Role Key Responsibilities:

- Proactively develop the core 1:1 service we provide for Hard of Hearing, Tinnitus and CI clients. This would include assessments, advocacy, and personal supports to address their needs and quality of life issues. Emphasis on supporting clients through Person Centred Plans.
- Develop and deliver impactful group sessions to support this client groups. These sessions will include advice and information, personal develop and social inclusion. These will range in frequency from monthly to quarterly.
- Deliver and develop a high quality, effective assistive technology service providing demonstrations and assessments, sales, and home and workplace installations for this group of clients.
- Grow, promote, and develop community outreach clinics in this area.
- Increase awareness on the needs of people who are Hard of Hearing, have Tinnitus and cochlear implants users to professionals and the public.

General CRO Responsibilities

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,
- Provide support and cover for other CRO roles in the region,
- Carry out minor hearing aid repairs,
- Run external information sessions,

CRO, with lead responsibility for Tinnitus, Hard of Hearing services and CI
Waterford
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- Provide administrative office support, as required.

CRO Key Requirements

- Deliver a high level of customer service in accordance with Chime's values.
- Ensure that referrals and case management is completed in line with Chime's procedures.
- Make referrals to other professionals internally and externally to ensure optimal care and support of clients.
- Ensure case records are properly and accurately maintained in line with GDPR guidelines and that appropriate statistical information is available upon request.
- Ensure accurate and timely reporting on Salesforce is maintained.
- Develop links and excellent working relationships with relevant community groups and service providers.
- Participate in Chime's Performance Management Development System working to agreed objectives.
- Actively participate in a team approach as required to ensure the continuity of Chime services.
- 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 especially with regard to service user care.
- Possess a proactive approach to develop a high-quality service.
- Excellent organisational skills.
- Enthusiastic, flexible, adaptable, and open to change.
- Ability to work on own initiative and as part of a team.
- IT skills to include 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 Deafness, hearing loss, and Tinnitus.
- Irish Sign Language skills an advantage.
- Full driving license required.