

Community Resource Officer (CRO) – North West (Donegal / Sligo)

Introduction

The Community Resource Officer role is a rewarding role that supports people to achieve their personal goals, build on their potential and develop positive engagement in their community. The CRO provides direct support to individuals and groups as well as through community-based activities and interagency work. The CRO will have the opportunity to grow and develop the service to meet the evolving needs of Deaf and Hard of Hearing people.

The CRO will be a key member Letterkenny team and also have responsibility to cover Sligo and surrounding areas. The CRO reports to the Area Manager. It is a full-time permanent post and the CRO will lead out on the delivery of services to Hard of Hearing and Tinnitus clients in Sligo, Donegal and Leitrim.

About Chime

Chime is Ireland's National Charity for Deaf or Hard of Hearing people. We support people through advice, services and community supports for Deaf or Hard of Hearing people, while also championing for equal rights and advocating for full inclusion in every part of society.

We operate a nationwide network of Resource Centres providing a range of community-based services in addition to key Specialist Services including Residential and Children's Multi-disciplinary services. Our aim is to positively impact the lives of our clients through the provision of Advice & Information, Care Services and Assistive Technology.

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.

Primary Elements of the Role

Provide high quality advice, information and support to clients through.

- Providing 1;1 client support including assessments, advocacy, and personal supports to help people address their needs and quality of life issues.
 - We focus on supporting clients through Person Centred Plans and ensuring that referrals and case management provide a full pathway for clients.
- Develop and deliver impactful group sessions to support this client groups. These sessions will include advice and information, personal development and social inclusion.
- Deliver and develop a high quality, effective assistive technology service providing demonstrations and assessments, both at home and in the workplace.
- Grow, promote, and develop community outreach clinics to provide a positive advice and information service.

Develop approaches to build awareness of Chime and the needs of our clients among community groups, professionals and the general public.

- Develop relationships with external organisations and agencies to develop joint approaches to support Deaf and Hard of Hearing people.
- Provide external information and training sessions to build awareness of the needs of Deaf and Hard of Hearing people.
- Make referrals to other professionals internally and externally to ensure optimal care and support of clients.

- Advocate for individual clients and the collective needs of Deaf and Hard of Hearing People.

General CRO Responsibilities & Requirements

The role also involve completing general CRO duties including.

- Provide administrative office support and Centre cover, as required.
- Ensure accurate and timely reporting of Client records on the CRM.
- Actively participate in a team approach to maximise the service delivery.
- Any other duties as may be determined by the Area Manager.

Support and Training

This role will primarily support people who are hard of hearing or who have tinnitus. While this is quite a specialized service, the attributes of general social care and community support roles are very much part of the service delivery. Knowledge and awareness of issues related to Deafness, hearing loss, and Tinnitus would be beneficial however full training on all aspects of the role will be provided. We offer an exciting opportunity to develop a new language as we ask all our staff to reach a level of proficiency in Irish Sign Language. A full training package is provided including shadowing existing CROs.

Personal Characteristics

- Excellent interpersonal and communication skills.
- Passionate to deliver high quality, impactful supports and services.
- Ability to evaluate information and make effective decisions especially with regard to client care.
- Excellent organisational skills.
- To promote and protect the rights of people in a manner that respects their dignity and their right to make choices.
- Enthusiastic, flexible, proactive, 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

- Ideally, a minimum of 3 years' relevant experience.
- Third level degree in Community Development or similar qualification, an advantage.
- Full driving license and access to vehicle required.

Other Benefits

- Competitive Section 39 Salary Scale
- Competitive DC Pension
- Employee Assistance Programme
- 26 Days Annual Leave + Birthday Leave