

## **Community Resource Officer (CRO) – Based in Dundalk with travel to cover Louth, Meath, Cavan and Monaghan.**

### **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.

Chime is currently recruiting for two full-time Community Resource Officer posts, permanent contract.

### **Key Responsibilities**

The Community Resource Officers will be separated into two roles for which training will be provided.

1. Community Resource Officer with Lead Responsibility for Deaf Community Services.
2. Community Resource Officer with Lead Responsibility for Hard of Hearing, Tinnitus, & Cochlear Implant clients.

Provision of services will be to:

- The Deaf Community
- Hard of Hearing clients
- Cochlear Implant users
- People requiring Tinnitus support

### **Service Delivery**

- Case management which includes assessments, and person-centred planning to support, and address identified such as quality of life issues.
- To liaise effectively with service users and other statutory, community, and voluntary bodies and to attend and contribute to reviews and case conferences as required.
- Plan, develop and deliver group work sessions to support a range of presenting or emerging needs.
- Grow, promote and develop community outreach clinics in the area.
- Carry out needs assessments for service users and support them to access required assistive technology.
- Adhere to safeguarding procedure and relevant external standards.
- Provide information, advice, and advocacy.

### **Partnership**

- To work in partnership with other community services to best meet the needs of Chime service users by collaborating resources and planning targeted interventions.
- Referrals to other professionals both internally and externally to ensure optimal care and support is provided.
- Increase awareness on the needs of service users to professionals and the general public.

#### **Other Duties**

- To actively participate in team and staff meetings, service reviews/evaluations and to contribute to the development of policy and practice within your area of work at Chime.
- Participate in and engage with regular supervision and performance management alongside your line manager.
- To show reasonable flexibility in relation to hours of attendance to meet the needs of the work. Work outside of normal working hours may be required from time to time.
- To be vigilant to any health, safety, and welfare risks in the workplace and bring any concerns to your manager or local Health & Safety Officer.
- To provide cover in Chime resource centres when required.
- Provide support and cover to other Community Resource Officers in the region.
- Carry out minor hearing aid repairs.
- Any other duties as determined by the Area Manager.

#### **PERSON SPECIFICATION**

##### **Essential experience**

##### **Education and Experience**

- Professional qualification (Level 7 per National Framework of Qualifications) in Community Work, Social Care, or related Social Science Discipline. Diploma or Degree level.
- 2-years paid experience in a community based role.
- Experience in case management and record keeping.
- Full clean drivers license.
- IT skills to include Word, Excel, and Microsoft Outlook.

##### **Personal Characteristics**

- Commitment to the delivery of quality services to Chime service users and their families.
- A team player who is highly motivated.
- Excellent organisational skills.
- Excellent communication skills.
- Ability to work autonomously, acting on own initiative and consulting where appropriate.
- Ability to work under pressure and to make decisions in consultation with the line manager when appropriate, and an ability to engage in reflective practice.
- To be committed to adhering to best practice and be innovative and open to change, accepting coaching and feedback on an on-going basis.

##### **Desirable experience**

- Possess a comprehensive knowledge and awareness of issues relating to Deafness and hearing loss.
- ISL proficient.

#### **Training and Professional Development**



The appointed post holder will receive:

- Specialist training in relation to Deafness, hearing loss, Cochlear Implants, and Tinnitus.
- Access to Irish Sign Language (ISL) FETAC accredited courses.

**Chime offers a competitive benefits package for all staff members.**