

Job Description

Job title	Hearing Impairment Support Worker
Directorate	PEOPLE : Children and Adults
Division	Sensory Service
Range	MPR 4
Reports to	Lead For Sensory Service

Main purpose of the job:

To support the Advisory Teachers for Hearing Impairment in providing specialist support and advice to children, schools, and families where a child has a hearing impairment / additional learning need with oversight from Advisory Teachers, as and when required.

Liaise with stakeholders in a way that promotes the [One Medway Council Plan](#) and embeds our [values and behaviours](#).

Accountabilities and outcomes:

- To manage own case list, make appointments, consult with schools, families, and other settings in order to provide intervention.
- To complement the professional work of the Advisory Teachers by suggesting and implementing agreed learning activities. This will involve planning, preparing, and delivering learning activities when required for individual children, including extending vocabulary, listening and memory work. As well as rehabilitation work following activation of cochlear implant / hearing aids.
- To be responsible for recording and reporting on pupils' achievement, progress, and development, using specific protocols for hearing impaired children. To provide strategies for accessing the curriculum due to hearing impairment, as well as recommending how these could be implemented for each individual child.
- To offer programmed visits of support as necessary to the child, family, early years provision, or other educational provision as appropriate and to consult with other members of staff including SENCO, class teachers, HLTA'
- To take an active part, in the coordination of service delivery including effective liaison with any other agencies, including Speech & Language Therapy, SEN, Social Care and Audiology, who deal with children with hearing impairment including working as part of a multidisciplinary team.

Medway Council Job Profile

- To make day-to-day judgements to prioritise visits using NATSIP criteria.
- To undertake personal professional development including attendance at conferences/courses and to participate actively and effectively in the Performance Management process. This will include updates on hearing aid / cochlear implant technologies, speech and language strategies and general SEND strategies / knowledge.
- To attend alongside / represent Advisory Teachers for Hearing Impairment at CiN / CP meetings, annual reviews, and other multi-agency meetings.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Progression Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand into the role of another member of staff who is responding to a Major Civil Incident.

Organisation:

This role reports to the Lead for Sensory Service.

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will be required to consult with all stakeholders both internal and external to the organisation.

Medway Council Job Profile

Working Style:

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.

Medway Council Job Profile

Person specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

- GCSEs in English and Maths (grades 4-9) or equivalent level 2 qualification

Level B (in addition to level A criteria)

- Training undertaken within the field of hearing impairment, e.g. Communication Support Worker for Hearing Impairment, Audiological training, Deaf Awareness

Level C (in addition to levels A and B)

Knowledge

Level A

- Knowledge of the development of communication and signing skills in the home and in educational settings.
- Basic understanding of child development and learning processes and Special Educational Needs and Disabilities (SEND).
- Working knowledge of GDPR
- Knowledge of equality and diversity principles
- Understanding of safeguarding procedures for children

Level B (in addition to level A criteria)

- Knowledge and understanding of child development and learning processes with hearing impairment and SEND.
- Understanding of Medway Education and SEND processes.
- Working knowledge of Synergy

Level C (in addition to levels A and B)

- Demonstrable CPD Specialist SEN Subject knowledge in relation to child development, SEND and hearing impairment.
-

Experience

Level A

- Some experience of working within the area of hearing Impairment and basic experience in sign language.
- Experience of working with specialist audiological equipment.
- Experience of working with children, families, and other professionals.
- Some experience of using ICT packages such as Word and Excel.

Level B (in addition to level A criteria)

- Experience as a Higher-Level Teaching Assistant working with children in different education settings and phases, from Early Years Foundation Stage (EYFS) – Key Stage 1-4 (KS) / Further Education (FE).
- Good experience of using ICT packages such as Word / Excel and Medway case management system Synergy.
- Experience of confidently checking specialist equipment (hearing aids, cochlear implants, bone anchored hearing aids, assisted listening devices) associated with a hearing loss and troubleshoot where needed.
- Experience of contributing to decisions on appropriate communication strategies to establish and develop communication with young children, including the use of sign language, oral communication, total communication and 'hand under hand' signing.

Medway Council Job Profile

Level C (in addition to levels A and B)

- Experience of contributing to the assessment of additional Specialist SEN needs in relation to child development and progress.
 - Experience of contribution and engagement in local national SEND groups / forums.
 - Experience of analysing and interpreting varied and complex information regarding a child's development and SEN, and use this information to develop strategies, anticipate challenges and identify solutions independently.
 - Experience of independently deciding on appropriate communication strategies to establish and develop communication with young children, including the use of sign language, oral communication, total communication and 'hand under hand' signing.
-

Skills

Level A

- Ability to drive.
- Able to use Microsoft programmes such as Word, Excel, Teams and Outlook
- Good level of communication skills, with a focus on adapting approach depending on audience/situations
- With support, be able to manage time effectively, plan own workload and set appropriate objectives and deadlines.
- With support be able to analyse information, and consider alternative solutions, adapt to new ways of working where necessary.
- Be able to do basic checking of specialist equipment (hearing aids, cochlear implants, bone anchored hearing aids, assisted Listening devices) associated with hearing loss.
- To be able to implement given strategies to establish and develop communication with young children, including the use of sign language, oral communication, total communication and 'hand under hand' signing.
- Be able to offer advice and guidance informally within recognised processes and policies.

Level B (in addition to level A criteria)

- Able to proactively consider alternative solutions to problems, improve current work practices and support the actioning of this.
- Able to deliver regular professional development including training independently, to guide the work of other adults in educational settings, supporting teaching and learning in the education.
- Provide regular, detailed records, as required by the line manager, to be distributed to multi-agency partners, including progress reports and contribution to reports.

Level C (in addition to levels A and B)

- Able to use British Sign Language to communicate with service users.
- Independently use the most appropriate style and method of communication with people at various levels inside and outside of the organisation.
- Ability to independently manage time effectively, planning own workload and setting appropriate objectives and deadlines with no supervision.
- Able to implement and contribute to Speech and Language strategies and targets as part of specific interventions.