

## ROLE PROFILE

<b>Job family</b>	<b>Manager</b>	<b>Role profile number</b>	<b>MA12-2342</b>	<b>Grade L</b>
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**Job purpose:** To manage a team responsible for delivering a service.

Grade L posts focus on full management responsibilities for a team of staff in managing performance, monitoring quality and quantity of work, disciplinary matters and training and development. Grade L posts are higher in 'Creativity & Innovation' with a requirement for problem solving higher than grade K posts. These posts are also higher in 'Decisions' with the requirement to give recommendation and implementation of solutions which have a direct impact on relevant stakeholders.

<b>Factor</b>	<b>Relevant Job Information</b>
Supervision and/or Management of People	Full accountability for a team of staff including; managing performance, monitoring quality and quantity of work; disciplinary matters; employee wellbeing; training and development
Indicative qualifications	Degree in relevant profession, or equivalent experience/skills Licence / certificate / qualification required for the role ITQ 2 or equivalent ICT skills and abilities, demonstrating significant experience in IT systems. Level 4 management qualification or equivalent experience
Knowledge and Skills	Experience of managing, motivating and developing a diverse team of staff Experience of managing staffing budgets Some relevant professional experience post qualification in a similar work environment. Expert knowledge of relevant policy, systems, work practices, professional guidelines, legislation in the area of specialism. Excellent ICT skills including use of Microsoft applications and specialist systems Excellent planning and organisational skills and the ability to prioritise and co-ordinate workloads of a team to achieve deadlines Good knowledge of other areas of the authority relevant to the service. Ability to interpret and analyse statistical and numerical data, drawing conclusions from the data to inform decision making. Ability to produce business focussed, user friendly reports, policy and project documents where appropriate. Proven ability to cope with conflicting and changing demands through good time management and the ability to work under pressure. Experience of managing projects with service / organisational impact
Creativity and Innovation	Work on own initiative to manage own activities and the work of the team contributing to longer term activities / plans for the service area. Apply professional knowledge and experience to interpret and recommend policy, resolve complex issues, proactively anticipate problems and deliver solutions which enhance the quality and efficiency of services. Responsible for meeting performance standards within a policy framework and regulatory guidelines. Considerable scope to exercise initiative in taking action - within the boundary of well-defined policies. Allocate work to the team monitoring quality and outputs Proactively manage staffing issues Research and resolve problems, provide advice and guidance to the team on processes and procedures Lead research and development of systems, policies, procedures and / or standards within specialist area Analyse data/information to highlight and prioritise issues for further investigation, recommending solutions where appropriate. Will be required to plan over a longer period (a year or more) and contribute to long term strategies Lead initiatives to design and deliver improvements and transformation Manage projects, or contribute to larger organisation wide programmes

Contacts and Relationships	<p>Provide advice and guidance on complex issues which could be contentious and challenging in nature.</p> <p>Ability to build relationships and engage successfully with colleagues /partners /customers / contractors and suppliers.</p> <p>Negotiation showing tact and diplomacy to deal with conflicting requirements or opinions and the ability to make decisions on the most appropriate action to reach an acceptable conclusion.</p> <p>Deal with people at all levels confidently, sensitively and diplomatically.</p> <p>Provide advice to resolve a range of queries from internal / external customers, will be dealing with challenging situations where influence could be required.</p> <p>Contacts will include: senior managers, leadership team, councillors, external bodies and partners.</p>
Decisions – Discretion & Consequences	<p>Using general guidelines and utilising a wide range of relevant information, make decisions which impact on the whole organisation. Advice is not normally available.</p> <p>Assess the options and take appropriate action, where only general guidelines exist.</p> <p>Decisions to ensure outcomes are achieved which serve the best needs of the customer and as a consequence can result in improved services.</p> <p>Make decisions developing, implementing, maintaining and managing complex systems, policies, procedures and / or standards within specialist area with organisation wide outcomes.</p> <p>Review the functionality of these in response to either internal or external drivers</p> <p>The consequences of the decisions will have a significant effect across the organisation.</p>
Resources	Little or no responsibility for physical or financial resources
Work Demands	Work subject to interruptions and deadlines, involving changing problems, circumstances or demand.
Work Environment	Office based, but may involve some travelling to other council buildings
Our Identity	<p><a href="#">Our Identity</a> sets out who we are and provides a shared understanding of how we are all expected to lead, work and act with each other, our partners and our residents to deliver our services and build stronger communities. They enable us to continually evolve and adapt to meet the changing needs of our residents and ensure that we continue to deliver great services and make a difference to the people of Wiltshire.</p> <p>All of us are expected to demonstrate the ten elements of <a href="#">Our Identity</a> in how we work to shape and create the organisation we want to be part of. It should influence our decisions, activities, projects and ways of working</p>
Health & Safety	To be responsible for managing services in line with the council's health, safety and welfare policies
Equalities	Wiltshire council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via <a href="#">the whistleblowing policy</a> .
Authority to work in the UK	All employees must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided as proof of identity are retained for our records, by providing these proofs the council will treat this as consent.

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The Council reserves the right to amend this role profile as necessary.

## ROLE DESCRIPTION

<b>Role description:</b>	Lead Vision Rehabilitation Specialist	
<b>Role profile family:</b>	Manager	
<b>Role profile number and grade:</b>	MA12-2342	Grade L
<b>Number of posts:</b>	1	
<b>Service/Team:</b>	Hearing & Vision Team	
<b>Reports to:</b>	Hearing and Vision Team Manager	

### Job Family overview

#### Manager job family overview:

For the lower grades it is the expectation that the role will be to support remote team working and management is for the day to day responsibilities of the team.

For the higher grades full accountability of all elements of management of a team of staff including accountability for quality and quantity of work. This includes, but is not limited to the following:

- The team is competent, effective and motivated
- Work is effectively delegated and delivered to the required standards
- Appraisals are undertaken for all staff within the team
- Effective team meetings and one to one meetings take place regularly
- Recruitment, induction, development, employee relations and all HR processes and planning are completed to the required standards and timescales

### Service / Function Context

The overall responsibilities of the service/function are:

The team comprises of specialist professionals and is specifically for people aged 18+, who are Deaf, hard of hearing, sight impaired, severely sight impaired, visually impaired or has a dual sensory loss.

The team works across the County of Wiltshire, completing assessments and reviews, the team will also complete this role for people who are funded by Wiltshire but reside at an out of county placement, and those resident in in-county prison services.

The team provides awareness and referrals to internal and external agencies.

The team has a major role to play in Safeguarding, and Deprivation of Liberty Safeguards (DOLS).

The team takes the lead in commissioning and providing a variety of professional services, from rehabilitation to support in people's own homes and in their local community.

The Staff are based in Kennet but work across all 3 hub locations – Chippenham Monkton Park, Trowbridge County Hall, and Bourne Hill Salisbury, but some will also work from home, and travel to customers throughout Wiltshire and beyond the county boundaries.

## Job Purpose

To ensure the team provides a full range of rehabilitation skills on sight substitution and sight enhancement following a needs led specialist assessment to promote independence and reduce risk so that people with a sight impairment can remain in their own homes.

As a qualified and experienced ROVI, you will complete statutory and / or complex / specialist assessments for blind and partially sighted people and manage a complex and varied caseload in addition to Lead responsibilities.

You will make decisions on the setting of working standards and procedures for the service area which will have an impact across the organisation.

You will contribute to developing council strategy within the area of sight loss.

You will identify, recommend, and support the development and delivery of improvements in processes and procedures.

Specific duties and responsibilities include:

- Undertake regular and effective supervision and appraisal of the ROVIs in the team in accordance with the supervision and appraisal policy.
- Oversee the day to day running of this service area.
- Deputise responsibilities across the whole team in absence of Team Manager.
- Monitor the quality and quantity of the work of the ROVIs in the team, and others as required.
- Assess eligibility for registrations where appropriate.
- Provide advice, guidance and support to colleagues to ensure customer and team outcomes are met.
- Provide expert advice and support around complex issues – policy, guidance, direction - this will include managing complaints from customers, carers, elected members and partners which may result in a recommendation on the way the service could be delivered differently to Team Manager / Head of Service.
- Convene and chair multiagency meetings in relation to customers with complex needs or contentious situations.

- Be responsible for professional advice, assessments or referrals, ensuring interventions are timely and cost effective.
- Oversee the incoming work and the waiting list, allocating work and escalating risk to the Team Manager in relation to this.
- Oversee the CVI registration process.
- Plan / co-ordinate / deliver training activities which support knowledge sharing both internally and externally, where appropriate.
- Meet performance standards and provide regular reports to the Team Manager about performance in this area of work.
- Work jointly with professionals to build positive working relationships to ensure effective joint working.
- Take a proactive role in service developments, supporting the team manager to drive forward service provision at higher levels.
- Continuing professional development, including attendance at vision networks.
- Proactively develop and build positive relationships with relevant services. To consult with health, employment, education and other organisations
- Design and implement complex rehabilitation programs for users and carers to promote independence and reduce risk including training and provision of equipment
- Continuous Professional Development to update knowledge on equipment, services etc. lifelong learning
- Be aware of specialist equipment that may be beneficial to a client with a particular set of needs.

Specific requirements for this post:

- N/A.

## Person Specification

Specific qualifications, knowledge, and skills required for this role:

### Essential

- Diploma in Rehabilitation Studies in Visual Impairment (required for mobility training) or equivalent
- A minimum of 4 years of working with this customer group
- Recognition of the rights of disabled people to be part of and socially valued members of society
- Expert understanding of relevant legislation relating to this customer group – Valuing People and the Care Act 2014

- Proven ability to carry out low vision assessments including complex clients
- Excellent knowledge of specialist equipment.
- Training in daily living skills/training in complex daily living skills
- To be able to train people with varying eye conditions - outdoor mobility, orientation, mental mapping and cane skills.
- Ability to build productive professional relationships
- Excellent communications skills and ability to use a variety of communication methods, including but not limited to media braille, tape, big print, moon, clear speech
- Familiar with care management
- Knowledge and understanding of Deaf blind manual
- Ability to manage own time effectively
- Ability to work independently
- Specialist knowledge of eye conditions
- Keyboard skills
- Listening/empathising skills that are tailored to the individual and their situation

## Desirable

- Certificates in deafblindness
- Diploma/degree Deaf Studies
- Experience of Liquid Logic
- Experience of supervision of staff
- Experience of managing and reporting on data to review and improve performance
- IT skills (esp. Word, Outlook)

## Supporting information

### Driving classification

#### Occasional driver

A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.

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#### Regular Driver

Must hold a valid UK driving licence and have access to either their own car or a pool car in order to undertake the duties of the role, unless other forms of transport are available and viable to perform the role, including public transport, or unless a reasonable adjustment has been agreed.

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#### Required Driver

Must hold a valid UK driving licence and will drive a vehicle supplied by the Council in order to undertake the duties of the role.

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Employees should refer to the Corporate Driving at Work policy for further information.

### Driving trigger points

The trigger points set out below, regarding driving licence points and at-fault accidents, apply to all staff who drive on council business.

Trigger Points	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action
Points on driving licence	6	9

Trigger Points	Discussion and advice on expected driving standards	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action
At fault accidents within a two-year period (whether work or personal)	1	2	3

Job applicants who drive must have 9 or less points on their driving licence, and must have less than 4 at fault accidents within a two-year period. If they meet the trigger points, they will be subject to the actions outlined in the table above.

If holding a valid licence, occasional drivers will need to declare penalty points and no-fault accidents as requested. Depending on the role, decisions as to whether this might either affect appointment or require corrective driver training, will be made case by case.

### Political restriction

This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as a member of the Scottish or Welsh Parliaments, or a local councillor. The job holder is furthermore not permitted to canvas on behalf of a political party or a person who is already, or who seeks to be, a candidate. In

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addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party	
This role is not politically restricted	<input checked="" type="checkbox"/>

Professional fees and related occupational costs	
As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council	<input type="checkbox"/>
This role does not have any professional or occupational membership requirements	<input checked="" type="checkbox"/>

Clearances – Disclosure & Barring Service (DBS)	
This role will be engaged in 'regulated activity' providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.	<input checked="" type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an <b>Enhanced</b> DBS check before appointment can be confirmed.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a <b>Standard</b> DBS check	<input type="checkbox"/>
The role requires a <b>Basic</b> DBS check to check for convictions and cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974.	<input type="checkbox"/>
This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.	<input type="checkbox"/>

Clearances – Baseline Personnel Security Standard (BPSS)	
This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check	<input type="checkbox"/>
This role is not subject to a BPSS check	<input checked="" type="checkbox"/>

Clearances – Non-Police Personnel Vetting (NPPV)	
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at <b>level 2*</b> . (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed 'secret').	<input type="checkbox"/>
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at <b>level 3*</b> (*regular unsupervised access to police premises and/or access to police information and/or information systems and/or hard copy material either on police premises or by remote access up to "secret" level. A level 3 includes a check on you, your spouse/partner, co-residents, and all family members).	<input type="checkbox"/>
This role is not subject to a NPPV check	<input checked="" type="checkbox"/>



Safeguarding	
For all roles within Children's Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	<input type="checkbox"/>
For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults' procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council's agreed interagency safeguarding adults' procedures will be followed, alongside implementation of the council's disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager.	<input checked="" type="checkbox"/>
For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	<input type="checkbox"/>