# Job Profile

Job Title: Access Information and Empowerment Officer

Directorate: Marketing, Digital & Influencing

Reports To: Policy Development Manager

Matrix Reporting To: None

Disclosure Check Level: Enhanced – Adult Workforce

Date created/last reviewed: 13/03/2020

## Overall Role Purpose

The Access Improvement and Empowerment Officer helps people with sight loss to live the life they choose by offering information, advice and support to empower service users who are refused access.

## Key Responsibilities

**Empower and support Customers**

* To empower and support customers who have been potentially disciminated against by being refused access to a public service or treated unfairly in keeping with Guide Dogs policy and procedures which enables them to address the issue and links them to other service providers should they want to address this legally.
* Utilising resources available to support the customer to challenge service providers.
* Liaise with internal regional staff regarding local by laws where appropriate.

**Signposting, referrals and critical information**

Where relevant and necessary signpost and/or refer to other partner orgnanisations for support and information.

Provide relevant information regarding policy/legislation development by the local and national governments which may have an impact on accessibility and inclusion for people with sight loss.

**Correspondence and addressing access refusals**

* Where necessary act on behalf of the organisation to address access issues with national or large organisations who repeatedly refuse access to people with a vision impairment.

**Data Collection and Reporting**

* Maintain evidence of discrimination through accurate recording of information on AIM’s, delivering reports to key staff/departments to inform future campaign work or in response to media requests.
* Ensure all data is captured and managed in line with GDPR requirements and Guide Dogs policies and procedures. Compile monthly reports on a national basis and regional access reports to ensure community teams are kept informed.

Guide Dogs is a learning organisation and we are committed to fostering a positive climate for continuous learning. We expect all our people to demonstrate commitment and actively participate in continuous professional development (CPD).

Any other activities relevant to the role that will enable us to get enable people with a vision impairment to get out and about in the way they choose and most appropriate to their specific lifestyle.

## Breadth/Scope of Accountability

### People Accountability

Number of Direct Reports: None

Number of Indirect Reports: None

Number of Volunteers Supervised: None

### Financial Accountability

Annual Income Accountability: None

Assets Managed: None

Budget Accountability: None

# Application of this Job Profile

All employees are required to carry out other such duties as may reasonably be required to fulfil their role and support functional and organisational objectives.

All employees must also:

* Comply with all organisational policies
* Promote the vision and values of the organisation
* Engage in continuous personal development

This job profile is accurate as at the date shown above. It does not form part of contractual terms and may be varied to reflect or anticipate changes to the role.

# Working at Guide Dogs

As well as other services to enhance the lives of people who are blind and partially sighted, we breed and train guide dogs. Staff and volunteers in all our locations support this work. Therefore, all employees must be comfortable working in environments where dogs may be present.

Guide Dogs is a volunteer-involving organisation and as such all staff are required to support volunteers in their roles. This may or may not mean the direct supervision of volunteers but will require all staff to play a supporting role. From time to time you may be asked to support / volunteer your time at Guide Dogs events that take place outside of normal working hours. All employees will be expected to advocate for Guide Dogs at all times and be a fundraiser.

Guide Dogs is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults with whom we work. We expect all of our employees and volunteers to demonstrate this commitment.

Guide Dogs will require proof of identity and the right to work in the UK.

# Person Specification

## Education/Qualifications

#### Essential

GCSE, or equivalent standard of education, including literacy and numeracy competence. (QCF level 1/2 / SQCF level 4/5)

## Job-Related Experience

#### Essential

* Experience in working to the empowerment approach.
* Experience of challenging discrimination.
* Experience of delivering presentations and preparing reports for a range of stakeholders.
* Lived experience of vision impairment (either self or direct family member)

#### Desirable

* Has worked in an environment with a strong customer ethos.
* Experience of working in the voluntary/charitable sector.
* Experience of delivering training/awareness.

## Knowledge

#### Essential

* Understanding of the rights of people with sight loss where discrimination is concerned. Up to date knowledge of the Equality Act 2010 and Disability Discrimination Act 1995.
* A sound knowledge of the practical and environmental challenges which can affect the independence and mobility of Blind and Partially sighted people and able to apply this knowledge to achieve sustained improvement.
* Able to use Microsoft Office (Word, Excel, Power point etc.).
* Understanding of strategic use of social media, and hands-on experience of at least one social channel.

#### Desirable

* Has worked in an empowering, campaigning or educational role dealing with access and inclusion issues for blind and partially sighted people.

## Skills and Competencies

#### Essential

* Proven ability to communicate effectively and tactfully both verbally and in writing. Demonstrable Ability to deal with people at all levels.
* Able to plan, prioritise and self monitor activity with limited support from line manager.
* Confident in speaking to a variety of audiences with a track record of delivering engaging presentations.

## Behaviours

Our behaviours capture the essence of what it is to be Guide Dogs people, whether staff or volunteer. They describe the experience we expect everyone – the people we support, donors, partners, our volunteers and staff – to have while working with us. Guide Dogs people are:

* **Person-centred** - We are a group of people working to help each person affected by sight loss. We listen, and recognise that every individual is different in where they’ve come from and where they’re going. We are open, empathetic and inclusive. We place the person at the centre of every decision.
* **Expert** - We are specialists in what we do. We are committed to excellence and will never stop innovating. We respect our history, but seek out ways to adapt and improve, and are always willing to learn.
* **Optimistic** - We are relentless in our belief that people with vision impairment can lead the life they choose. We are passionate about helping each person, committed to challenging barriers, and proud of who we are and what we achieve.

So, we: -

* **Partner** - We only change lives when we collaborate. We build valued relationships with donors. We work together with our service users and colleagues, volunteers and partners – and our dogs, of course – to deliver great outcomes. We support and develop each other.
* **Lead-by-example** - We can all be a guide. We take the lead and then hand it over, empowering people to make progress independently. We gain trust by having faith in others, and influence by example. We do what we say we will.
* **Engage** - We cannot change lives if we look on from the side-lines. We get involved, take ownership, and feel responsible for all we do, think and say. We celebrate wins big and small, and we hold ourselves and each other to account.

We use competency-based questioning within our recruitment processes to assess the extent to which candidates demonstrate these behaviours – in ways appropriate to this role – in how they are at work and generally as people.

## Safeguarding

If the role does or may involve working with children, young people or vulnerable adults, or supervising those that do, we’ll also be assessing ‘safeguarding competencies’ as part of the process. These are:

* Appropriate motivation to work with vulnerable groups;
* Emotional awareness;
* Working within professional boundaries and self-awareness; and
* Ability to safeguard and promote the welfare of children, young people and adults and protect from harm.

## Mobility

A flexible approach with a willingness to work outside of core hours and away from home when required.

## Job Group (internal use only)

This role has been evaluated as a Specialist Professional, please [follow this link](https://guidedogs.sharepoint.com/%3Aw%3A/g/EXRrucJgpPZHpBGAfu967AoBYTh1sPnexq9p1XwwWqA2wA?e=oRJGI0) to view the salary band.