



## **JOB DESCRIPTION**

### **Position – Resources Coordinator**

**Responsible to** – Services Manager

**Hours** – 35 hours per week (Monday – Friday 9am – 5pm)

### **General background**

HERIB is a registered charity providing support services to people with visual impairments across Hull and East Yorkshire.

We believe no-one should have to face sight loss alone and every visually impaired person should enjoy the same opportunities and quality of life as those who are fully sighted.

Our aim is to improve and enrich the quality of life for local people at any and all stages of sight loss, through the provision of a wide range of support services, enabling them to reach their full potential and lead independent lives.

### **Main Tasks:**

#### **Coordinate HERIB Resource Services**

- Proactively promote HERIB Resource Services including the Resource Centre on Beverley Road, Hull and the Community Outreach Service through the website, social media, emails, press releases, mailshots and literature. Create attractive and interesting displays of equipment/services within the Resource Centre.
- Responsible for developing and expanding the current service.
- Provide Information, advice and guidance to service users on appropriate equipment and services.
- Build relationships with partner organisations such as Sensory Teams, ECLO's, Low Vision Clinics, suppliers of equipment etc, creating a directory of contacts. Develop trade deals and organise loan/demonstration equipment.
- Research equipment and new technology for people with visual impairment to ensure own knowledge is up to date to enable you to promote to service users.
- Organise and manage 2 Low Vision Exhibitions per year.
- Organise and manage regular Focus Days with suppliers/other VI organisations (between 4 and 6 per year) to be held in the Resource Centre in Hull.
- Promote Resource Centre and equipment at Day Groups. Arrange equipment Focus Days at external day groups and Macular/Glaucoma Meetings.

- Check availability of equipment in the Resource Centre and ensure all equipment is working, labelled and priced correctly.
- Proactively seek outreach locations for resources literature and ensure all literature in the Resource Centre and at Outreach locations is up to date. Proactively seek external literature and promotional material for services aimed at people with visual impairment.
- Train HERIB staff and volunteers on equipment, ensuring all have relevant and up to date knowledge and awareness to inform service users.
- In Liaison with the Services Manager and Senior CAO, organise and promote the CAO Community Outreach Service. Provide cover for the mobile resource service outreach visits on an ad hoc basis where required.
- Coordinate loan equipment and customer needs, maintaining up to date info and database. Coordinate health and safety checks for loaned equipment.
- Coordinate the British Wireless for the Blind loan scheme in liaison with the Services Manager.

### **Reception/Administration Duties**

- Act as first point of contact for all visitors, in person and on the telephone, and provide a professional, inviting and welcoming atmosphere.
- General reception and administration duties to include: switchboard management, diary management (room bookings/appointments/events), post, photocopying, word processing.
- Offer administration support to the Services Manager and Senior CAO when required.
- Work closely with PA to the CEO and Training Officer to ensure needs of the service are met.
- Liaise with Volunteer Coordinator to recruit volunteers to work on reception and in the Resource Centre. Train and supervisor volunteers
- Record Visitors to the Resource Centre.

It is expected that ALL staff will actively promote the work of HERIB as an independent charity for the provision of help, support and provision of services in various forms for the benefit of visually impaired people in Hull and the East Riding.

**You may be asked to perform other duties occasional which are not included above, but which will be consistent with the role and promotion of team working within HERIB.**

#### **General:**

Staff are required to be sociable with all visitors.

Staff are required to work as part of a team within HERIB being flexible and adaptable.

Staff are required to be conversant with Health and Safety and Fire Safety requirements.

Staff are expected to undertake mandatory training requirements.