

Job Description

**Job Title:**  Disabilities Hub Coordinator

**Responsible to:** Deputy CEO

**Strategic relationships:** Residents, people with lived experience and their carers, Voluntary, Community & Social Enterprise organisations, Health and Social Care partners, HIVE staff and volunteers.

**Hours of work:** Full time 37 hours a week

**Purpose of the Post:** To support the development and delivery of a Disabilities Hub in the city. To work with the local community to understand need and work with residents, HIVE, the VCSE, NHS and Local Authority to co-produce the ongoing offer around the hub.

**Salary:** £25,000

# This post is subject to a satisfactory DBS check at basic level.

**Duties and responsibilities**

# Hub Advisor

* + To be the first point of contact and advice on the HIVE Disabilities Hub for individual members of the public via the phone, face to face and via email.
  + To use the information, training and your own skills to help individuals receive the support that is right for them and help individuals to resolve issues themselves.
  + To record all contacts through on the CRM system.
  + To follow appropriate safeguarding protocols and processes as required, reporting issues or concerns promptly

# Community engagement

* + To use Asset Based Community Development (ABCD) principles to develop relationships with local residents and co-produce an extended offer around the hub.
  + To provide support with community engagement activities, events or projects as required.
  + To establish and maintain communication with residents who become involved with co-production, developing and managing various methods for maintaining regular updates and involvement.
  + To collate data and report on community engagement, including recording contacts, relationship management and any outputs and outcomes.
  + To act as first point of contact for defined communities, localities or organisations engaged in the co-production of the hub offer.
  + To work alongside other HIVE staff members and volunteers supporting the development of the hub and sharing insight, feedback and research which will contribute to the strategic development of the hub.

# Digital Champion volunteer support

* + To build relationships and identify potential Digital Champion Volunteers for the hub, advising, supporting and training as appropriate.
  + To coordinate Digital Champion volunteer cover for the hub as required.

# General

# To work with the wider HIVE team members ensuring positive relationships, communication and support to develop linked projects.

# To attend key HIVE events and functions as required and carry out any other tasks and duties that may be assigned by HIVE Portsmouth.

# To comply with all HIVE’s policies, procedures and governing documents.

# To maintain all systems in line with the General Data Protection Regulation (GDPR) and all relevant data protection legislation.

# To complete appropriate risk assessments for activities and events as required.

# To portray a positive image, both internally and externally of HIVE Portsmouth by displaying high standards of service, integrity, punctuality, politeness and professionalism.



**Person Specification:**

**You will need:**

**Essential**

* A passion for quality customer service and delivery that is clear and accurate and an understanding of what good customer service means.
* An understanding of the emotional, physical, and social challenges faced by individuals with disabilities.
* The ability to listen actively and respond with compassion.
* Confident in liaising with professionals, carers, disability organisations and service users.
* Builds trust and rapport with clients and stakeholders.
* Respectful of diverse backgrounds, identities, and experiences.
* Strong interpersonal and communication skills which are clear, respectful, and inclusive with clients, families, and professionals.
* A clear understanding of the different communication methods that disabled people may use.
* A flexible approach to tasks within the role you with the ability and willingness to work under pressure: dealing with steady and consistent flow of enquiries.
* An ability to really listen to what is being said, show empathy, cultural sensitivity and not make assumptions or judgements.
* A commitment to teamwork, with the understanding of what being part of a team really means and how that affects customer service, with the ability to build effective relationships with and be supportive at all times.

**Desirable**

* Experience working with individuals with disabilities.
* Knowledge of disability rights and relevant legislation.
* Experience/knowledge of GDPR/Information Governance.
* The foresight to think 'outside the box' the ability to use your initiative when the answer/resolution isn’t immediately obvious.
* A high level of customer service focus with the ability to remain realistic when setting expectations.
* The ability to be innovative, realise when something is not working and be confident to escalate issues to management.
* Asset Based Community Development training and experience.

HIVE Portsmouth brings people together to build a happier, healthier and more connected city.

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