**SIGHT ADVICE SOUTH LAKES**

**JOB DESCRIPTION**

**Job Title: Sight Support**

**Hours: 14 hours per week**

**Salary: NJC 14 FTE £16,231 Actual salary £6,350 + 5% pension contribution**

**Responsible to: Services Manager**

**Primary Purpose:**

To provide a friendly first contact experience via the telephone or face to face to visually impaired people, their families or carers when making contact with Sight Advice South Lakes. The role involves providing information on aids and equipment and making appropriate referrals to partner organisations alongside managing a range of administrative tasks

**Duties and Responsibilities:**

1. **Client Support**

* Both face to face and on the phone, make an initial assessment of the visually impaired person’s needs and identify the appropriate support available.
* Demonstrate appropriate aids and technology equipment to visually impaired people at the office
* Provide emotional support to the visually impaired person, family or carer
* Make appropriate referrals both within and outside Sight Advice South Lakes
* Provide follow- up support to clients

1. **Administration on behalf of clients**

* Maintain client case records
* Arrange product orders on behalf of clients
* Maintain the information and product stocks and develop the display area
* Manage the product loan arrangements
* Ensure the availability of literature and correspondence in appropriate formats (audio, braille, large print)

1. **General Administration**

* Provide administrative support to staff as and when required
* Manage production of publicity/promotional materials
* Maintain the charities Facebook and Twitter accounts
* Manage incoming and outgoing postal systems
* Manage routine maintenance of office equipment
* Become proficient in the use of and day to day support of organisational business equipment