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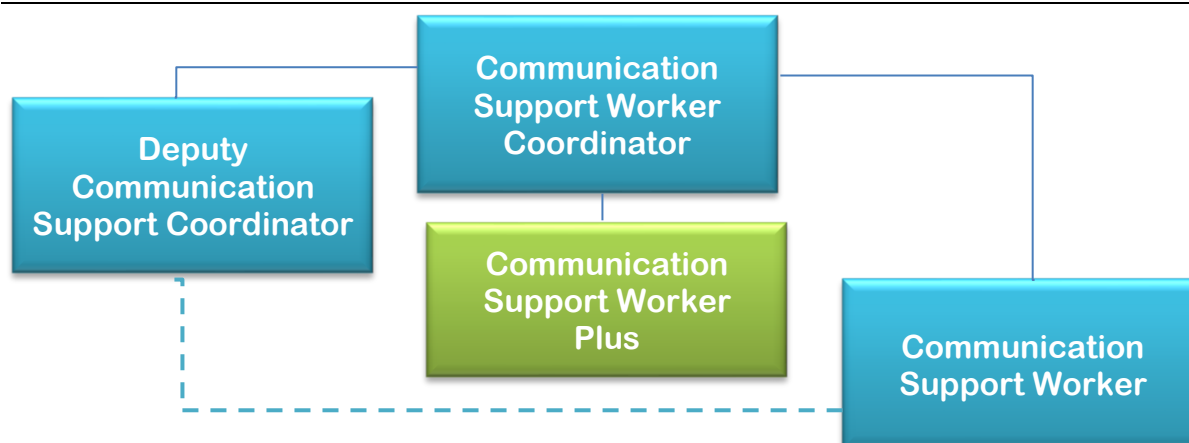
## Job description: Communication Support Worker Plus



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**Salary Range:** CSW pay scale  
**Responsible to:** Communications Support Worker Coordinator  
**Responsible for:** Mentoring of Communication Support Worker  
**Working with:** The Deaf Academy - College

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### PURPOSE OF THE JOB

#### CSW

- To support the learning of deaf students at the Academy, in local FE colleges, throughout Post 16 and Post 19 and on work experience placements, by facilitating the communication of all information; interpreting audible asides and conversations, whilst addressing and supporting their additional needs. In line with the CSW code of practice.
- To contribute to the delivery of outstanding education for deaf students within the academy, by ensuring that high quality support is available which enables: engagement in and enjoyment of learning, leading to good progress and achievement.
- To actively participate in the creation of a multimodal learning environment.
- To advocate for and encourage the social and emotional development, confidence, independence, and self-advocacy of deaf learners.

#### Job Coach

- To support deaf learners in their Preparation for Adulthood in line with the curriculum, preparing them for the next stage of their lives.
- Helping students gain the confidence, experience, and communication skills necessary for independence through supported internships.
- To focus on communication development for the young person, as well as adapting the place of work, in line with the Deaf Academy's adapted Job Coach model.

## **KEY RESPONSIBILITIES**

### **CSW**

- Supports deaf learners on FE courses at levels 1, 2 & 3 and Outreach
- Encourages social and emotional development, of deaf learners, encouraging them to become confident and independent.
- Working with Teachers, Lecturers and Specialist tutors to adapt physical environment to support and advise a multimodal learning environment.
- To work with the deaf learner's peer group, delivering live Deaf Awareness, to enable the deaf learner to fully participate in their educational life and to promote social and emotional development.
- Support deaf learners and provide reinforcement of curriculum content, sign language communication, note-taking, language modification, and lip-speaking to meet the student's individual preferences.
- To provide tier structured mentorship of Communication Support Workers, with guidance from the Deputy CSW Coordinator and CSW Coordinator.
- To deliver Deaf Awareness training to the deaf learners' peer groups, with an objective to progress on to training other professionals once approved by the CSW Coordinator.
- To promote the social and emotional development of the learner by providing their peer groups with advice on deaf awareness strategies, enabling full integration and participation in their educational life.
- To encourage and promote the confidence and independence of deaf learners.
- Provides communication support for deaf learners in a variety of settings including, recreational activities, examinations, work experience and meetings, where appropriate.
- Attend annual reviews and contribute to the annual review process in order to reflect the communication needs of the student.
- To work on own initiative referring complex or sensitive matters to the Deputy CSW Coordinator /CSW Coordinator.
- To provide and respond to information from Deaf Academy Tutors/Teachers of the Deaf about the needs and progress of Deaf learners; Contributing to IEPs, student reports, assignment information, coursework, work experience plans and exams, with guidance from the CSW Coordinator.
- To work collaboratively colleagues, performing support-related administration and providing handover notes to enable effective preparation for upcoming assignments.
- To keep accurate records of work to build a rich picture of student progress.
- To work closely with the CSW Coordinator and the Head of College to plan and deliver a high-quality professional service, which places the deaf learner at the centre of what you do
- Undertaking quality assurance and observations of CSWs, as requested by the CSW Coordinator.

### **Job Coach**

- Provide in-work communication support to students on supported internships.

- Work alongside a 'mentor/supervisor' from the workplace to create an environment where the young person can effectively access the workplace.
- Work alongside existing job coaches and 'Workplace Co-ordinator' to utilise Training in Systematic Instruction (TSI) to support learning and aid progression.
- Guide and support students to build their confidence and skills in the workplace.
- Collaborate with employers to ensure a supportive and inclusive work environment.
- Monitor and report on student progress and adapt support as needed.

### **General**

- To provide a professional customer service to internal and external customers, representing and advocating the academy, as a professional (including appropriate dress code for communication support).
- To attend staff meetings as required
- To demonstrate flexibility in responding to changing demands in personal, team and college workloads
- To take responsibility for your own training and professional development, continually updating these skills. Carry out professional reflective practice, providing evidence of this to your Mentor as requested.
- To demonstrate a thorough understanding of the workings of an EHCP (Education, Health, and Care Plan) for students
- To put into practice the legalities surrounding EHCP and plan support in accordance with content.
- To comply with Equal Opportunities and Diversity policies and their implementation and development in colleges and student internship placements.
- To comply with all Health and Safety and Risk Management policies and legislation whilst carrying out your duties including while lone working, safety of yourself and others and relevant to the setting/location
- To ensure confidentiality of student/teacher and Academy college information and to comply with the Data Protection Act.
- To comply with relevant Colleges' Computer network user policies
- To carry out any other reasonable duties within the CSW team function, which are appropriate with this level of responsibility.

### **Other duties**

- To participate in annual performance appraisals and regular supervision as part of the safeguarding protocol.
- To support education staff with students' daily educational needs relating to our provision.
- Providing appropriate short-term cover and carry out any other appropriate duties in other areas as reasonably required by the Line Manager or Principal, in the best interest of the student.
- To be responsible for promoting and safeguarding the welfare of children and young adults you are responsible for (or come into contact with) in accordance with the Academy's Child Protection Policy & Procedures

**The above list is indicative and not exhaustive. The *Communication Support Worker Plus* is expected to carry out all such additional duties as are reasonably commensurate with the role.**

*The Job Description and Person Specification contained in this pack will be sent to the post holder via SamPeople HR system for review and agreement (through MySam Self Service portal).*

## Person specification:                      Communication Support Worker Plus

The above lists are indicative and not exhaustive. The Communication Support Worker Plus is expected to carry out all such additional duties as reasonably commensurate with the role.

| Criteria   | Essential   |           | Desirable   |           |
|--|-------------|-----------|-------------|-----------|
|  | Application | Interview | Application | Interview |
| <b>Knowledge, Qualifications &amp; Memberships</b>   |             |           |             |           |
| Accredited/Examined BSL Level 3 Certificate - or working towards   | ✓           |           |             |           |
| Signature L3 Professional Communication Support or equivalent  | ✓           |           |             |           |
| Level 2 Maths and English (GCSE A*-C/9-4) or equivalent  | ✓           |           |             |           |
| A' Level or equivalent academic qualification  | ✓           |           |             |           |
| Edexcel Professional Development Award for CSW or qualification equivalent   |             |           | ✓           |           |
| CACDP Note-taking for Deaf people  |             |           | ✓           |           |
| <b>Knowledge &amp; Skills</b>  |             |           |             |           |
| Excellent communication with Deaf people including explicit recent use of BSL in a professional or personal capacity |             | ✓         |             |           |
| An understanding of and empathy with the mission of the Deaf Academy   |             | ✓         |             |           |
| Knowledge of SEND reforms, job coaching, and the Equality Act 2010.  |             | ✓         |             |           |
| Knowledge of Deaf Culture and Community  |             | ✓         |             |           |
| Good communication with deaf children and young adults   |             | ✓         |             |           |
| Ability to liaise with curriculum and support staff at colleges and work experience placements                       |             | ✓         |             |           |
| Understanding of SEN conditions  |             | ✓         |             |           |
| Knowledge of SEND reforms and the development of Educational Health and Care Plans                                   |             | ✓         |             |           |
| Knowledge of the SEND code of Practice   |             | ✓         |             |           |
| Understanding of the Equality Act 2010   |             | ✓         |             |           |
| Excellent oral & written Communication skills (including Note-taking skills)   |             | ✓         |             |           |

|   |   |   |   |   |
|---|---|---|---|---|
| Ability to form and maintain appropriate relationships and personal boundaries with children and young people |   | ✓ |   |   |
| Aware of learning opportunities for deaf learners   |   | ✓ |   |   |
| Excellent interpersonal skills  |   | ✓ |   |   |
| Understands Deaf Culture & Community  |   | ✓ |   |   |
| Has worked in a team  |   | ✓ |   |   |
| Excellent communication with Deaf people  |   | ✓ |   | ✓ |
| Lip-speaking skills   |   |   |   | ✓ |
| Ability to use Microsoft Office software applications to include internal, email, work and excel              | ✓ |   |   |   |
| <b>Experience</b>   |   |   |   |   |
| Previous experience of communication with Deaf people, in a workplace or lived experience setting             | ✓ |   |   |   |
| Explicit recent use of BSL skills (post accreditation)  | ✓ |   |   |   |
| Job coaching experience   | ✓ |   |   |   |
| Willingness to undertake Job Coach Training   |   |   | ✓ |   |
| Working in a further education environment  | ✓ |   |   |   |
| Previous experience of supporting people with Learning difficulties & disabilities                            | ✓ |   |   |   |
| <b>Other</b>  |   |   |   |   |
| Commitment to widening participation, equal opportunities & social inclusion                                  |   | ✓ |   |   |
| Positive attitude to supporting young people  |   | ✓ |   |   |

\*These elements of the person specification may vary depending on the nature of the job.