

---

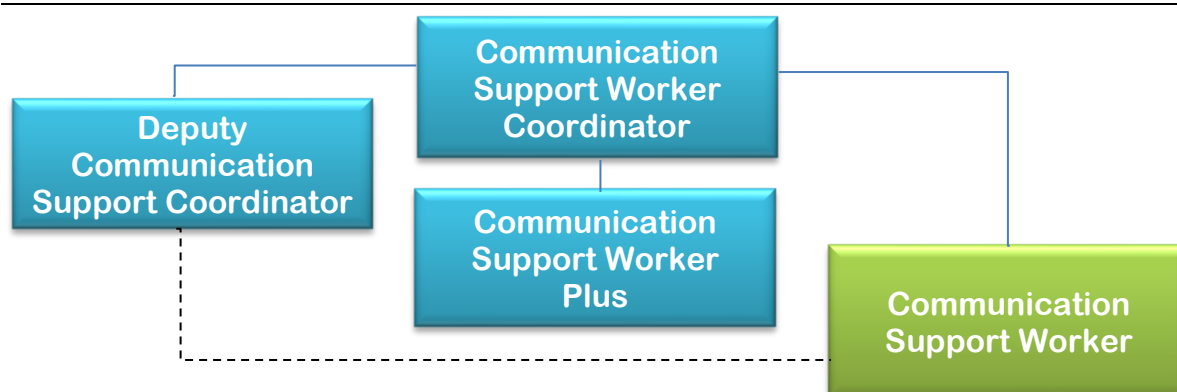
## Job description: Communications Support Worker



---

**Salary Range:** CSW 1-2 pay scale  
**Responsible to:** Communication Support Worker Coordinator  
**Working with:** College Staff / External Tutors / Work Supervisors

---



### 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; 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 - communication within a Teaching & Learning environment and responding to the behavioural needs, learning how to work alongside professionals and adults
- To advocate 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 and 2
- 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 preference.
- Supports students on pre-supported internships and supported internships as a job coach and/or CSW
- Encourages social and emotional development, confidence, and independence of deaf learners. Encourages social and emotional development of deaf learners, supporting them to become confident and independent.
- Accompanies and provides communication support for deaf learners in a variety of settings, facilitating the communication of deaf learners on work experience placements, educational trips, examinations and other activities where appropriate.
- 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 work on own initiative, referring complex or sensitive matters to the Deputy and/or 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.

## **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 to your Line Coordinator 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 continuing professional development, to regularly engage and reflect on own practice, providing reflective practice log sheets to your mentor.
- To comply with Equal Opportunities and Diversity policies and their implementation and development in colleges and whilst undertaking supported 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 (refer to further work on confidential information/safe working practices)
- 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 of the CSW team.
- To undertake relevant staff development as required.
- To support education staff with students' daily educational needs relating to our provision.
- To be responsible for the health and safety of self and others (in accordance with the Academy's Health & Safety Policy and lone working policy/offsite working procedures.
- Providing cover in other areas as required.
- To carry out any other appropriate duties requested by the CSW/Deputy CSW Coordinator or Principal
- To be responsible for promoting and safeguarding the welfare of children and young adults you are responsible for (or encounter) in accordance with the Academy's Child Protection Policy & Procedures.

**The above list is indicative and not exhaustive. The Communication Support Worker is expected to carry out all such additional duties as are reasonably commensurate with the role. (remove duplicate messaging on this)**

*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:                      Communications Support Worker

The above lists are indicative and not exhaustive. The Communication Support Worker 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 British Sign Language Level 2 or above*	✓			
Willingness to study towards BSL level 3*	✓			
Accredited/Examined British Sign Language Level 3 or above*			✓	
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			✓	
Signature L3 Professional Communication Support or 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		✓		
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	✓			
Working in or experience of 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		✓		
A commitment to CSW training and developing professional skills within the CSW career pathway.		✓		

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