



# sight cymru

Role Title: **ROVI Service Manager**

Location: Bradbury House, Pontypool (Travelling requirement  
Within Wales & UK only)

Salary: £36-40K FTE

## **Equal Opportunities**

Sight Cymru considers discrimination in any form to be unacceptable, whether on the grounds of disability, race, religious belief, gender, age, marital status, sexual orientation or political affiliation. Sight Support welcomes people from all walks of life, and is keen to encourage applications from minority groups.

## **Sight Cymru Values**

**SUPPORTIVE:** We at Sight Cymru do our best to support the organisation (Sight Cymru), support one and another and also our volunteers, partners, supporters and most importantly our service users. We expect our personal growth and wellness will be supported in return.

**RESPECT:** We value each other and all people affiliated with Sight Cymru including service users, volunteers, partners, supporters, funders, commissioners and board. We earn respect and appreciation through our loyalty, professionalism, reliability, accountability and trustworthiness.

**COMMUNICATIONS:** We value and appreciate excellent communication internally and externally and understand communications needs input from all sides to work. Our involvement and engagement is important in strengthening Sight Cymru engagement and awareness in the community externally.

**OPPORTUNITIES:** We value equality, accessibility and opportunities for all and understand our role in creating, administering and improving

opportunities for ourselves, the organisation, other staff, volunteers, service users and all people affiliated with Sight Cymru.

## **Role Description**

To oversee and manage the Vision Rehabilitation strand of services including all service agreements, staff, trainees and volunteers

To report to CEO with service updates and attend Line Management meetings with CEO

To Deputise in absence of line manager where appropriate

To manage and be accountable for the vision rehabilitation service area practice within Sight Cymru, including maintaining professional development for team members

Adhere and work in accordance with Social service and Wellbeing Act (Wales) and any further legislation with implication to Vision Rehabilitation service provision

To maintain a current working knowledge of the safe use of a wide range of specialist equipment, eye conditions and treatments.

Ensure compliance with all contractual obligation and service quality assurance measures within the service area, including budgets

Gather, collate and provide detailed statistical information including quantitative and qualitative data in respect of all Vision Rehabilitation service provision

Maintain monitoring system required by service, funder and/ or commissioners.

Develop and support new services and new service tender and contribute to their successful implementation, always seeking opportunities for continuous improvement

Responsible for all aspects of risk management in accordance with the organisation's Risk Management Policy

Responsible for all aspects of relationship management with partners, commissioners, external organisations and other key stakeholders

Work with other strands of services i.e. Wellbeing, Fundraising & Communications, ECLOs, Business Support to assure collaborative approach to service management and growth within the organisation.

Produce written reports as requested by CEO and any other members of senior leadership, commissioner and trustees

Provide effective supervision, management and appraisal, support and performance management to ensure highest quality delivery of service by the staff and volunteers within Vision Rehabilitation Service area.

Oversee authorisation of mileage claims for appropriate staff

Work to ensure rights, dignity, welfare and confidentiality and privacy of service users is always maintained

Authorise, provide cover for annual leave, and provide emergency cover in absence of staff to ensure contractual obligations are met

Represent organisation at appropriate events, seminars etc conveying a professional and positive image of the organisation at all times

Attend regular training to maintain continuous professional development

Contribute to development of policies and procedures

Facilitate and participate in team meetings

Undertake any other duties as may reasonably be require by Line Manager

Support charity objectives and fundraising

**Person Specification:**

Attribute	Desirable	Essential	How tested
Attitude and character			
Professional attitude to work		✓	Interview/Application

Management & supervisory capability		✓	Interview/Application
Good team working skills		✓	Interview
Competent Communication skills to different audiences and utilising differing communication platforms		✓	Interview/Application
<b>Education and ability</b>			
Qualification required – Honours Degree or Dip. H. E./Foundation Degree in Rehabilitation Studies (Visual Impairment) or equivalent.		✓	Application
Ability to develop service area tender and expansion of service	✓		Interview
Good standard of teaching methods		✓	Interview
Good organisational, recording, reporting and budgeting skills		✓	Interview/Application
Computer Literate		✓	Application
<b>Other</b>			
Mobile and able to travel		✓	Interview

(DBS)Criminal Records Bureau check		✓	Check will be independently sought
Welsh Language	✓	Interview/A pplication	Interview/Application