

Role Description

Chapter Member - Connect



**Click for BSL
Translation**

Community Connector

This role sits within the Connect Chapter and is supported by the Chapter Lead.

Salary range: £27,000 - £35,000
Step A/B, Chapter Member Main

Hours: 35

Location: Home-Based with regional travel

Contract: Fixed Term

Disclosure Level: Enhanced with barred list

About the Connect Chapter

The Connect Chapter was created in the Autumn of 2024 in response to a detailed Community discovery project which identified key areas of focus to transform the way the Charity works with local communities. Our new five-year strategy puts a laser focus on the importance of early years and aims to reach and support families as early as possible. Transforming how we work how and with communities, is at the heart of how we achieve this.

The Connect Chapter is a brand-new initiative which aims to truly shake up our approach to reach all the deaf children and families who need us. Community Connectors are parents or carers of deaf children, who through their lived experience and natural drive make transformational change in line with their community requirements and core National Deaf Children's Society values. In partnership with their communities and services they explore what support is needed for deaf children and families, and how the Charity engages with these needs. In short, the community tells us what they need, and we respond to these needs by co-producing initiatives.

About the role

The Community Connector is a pivotal role in building connections and bridging gaps in support to transform and tailor to the needs of deaf children and their families in local communities. The parent connector will use their knowledge of their local area, existing relationships, and natural change-making leadership to reach more families early and to build connections from the point of diagnosis. The role will recognise the differing needs within the community and will adapt support by understanding what families need at each stage of their journey. This may range from providing emotional support and connecting the parent to other families in the community to sharing practical information and signposting.

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Where there are gaps in community support, the Community Connector will facilitate the creation of new initiatives together with other parents and volunteers in the community. Key to the role will be building effective working relationships with Teachers of the Deaf (ToD), Audiologists, Heads of Services and Local Authorities, and being able to work in collaboration with parents, professionals, local groups and other charities to assess local needs, and co-produce solutions.

Community Connectors sit at both the heart of community and the heart of the organisation. As part of a regional team, and the wider National Deaf Children's Society community, these roles will have access to training, learning and development opportunities and to skilled colleague support in an agile, forward thinking, collaborative culture.

What a day in the life of a Community Connector might look like:

- You will own the approach to identifying gaps in support and building connections in your community. You will use your knowledge and skills to build close relationships with professionals, local groups and the deaf community.
- You will build a referral pathway by forging partnerships with ToDs, Audiologists and other professionals in your community, so every family with a deaf child can be supported by us as early as possible.
- You will connect with families shortly after diagnosis, tailoring support to their specific requirements.
- You will increase the connections between parents, professionals, local groups, schools, CHSWGGS, and through co-production, make recommendations to NDCS for transformative change to the approach to support to deaf children and their families in your community.
- You will share your learnings with other Parent Connectors and will educate NDCS on key areas of focus, to ensure that we enable the building of sustainable capacity and capabilities where they are needed.

Who are you?

- You are a parent or primary carer of a deaf child and have first-hand experience of navigating the support service in your area for deaf children.
- You are passionate about making a difference for deaf children and their families and take an active part in community development.
- You will be a natural advocate for change, and through lived experience and your own interest, look to improve the support available for deaf children and families.

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- You will be an active part of your local community of parents of deaf children and will have built up a network for information and knowledge sharing.
- You embrace that all deaf children and their families/carers are different.
- You believe that all families have the right to be fully informed and have all the choices available to them to decide the best approach for their child.
- You are a natural collaborator, empathetic and highly effective at building positive relationships with parents and professionals.
- You're able to work proactively, including using your own initiative to problem solve complex challenges and coach others to do the same.
- You're able to demonstrate strong leadership and communication skills at all levels, with a trusted ability to bring people together.

What will be in your toolkit?

- Demonstrable experience in developing funder relationships from prospecting to partnership.
- You will be a natural relationship builder, with strong diplomacy skills to be able to build positive connections with parents and professionals to establish rapport and trust.
- You will understand the support systems, both informal and formal within your community through lived experience.
- You will be an effective change maker, having advocated for your own child or children in your care, and you will have also helped or advised other parents or carers.
- You are continually striving for improvements which make a difference for deaf children and their families and carers.
- You will embody and champion informed choice, setting aside personal opinions, to consistently serve as an impartial and independent voice for the community.

What will you bring?

- A can-do attitude and focus on achieving positive outcomes.
- Willingness to share thoughts, skills, knowledge, and experience.
- An open mindset, embracing new concepts and ideas.
- Natural collaboration skills, coupled with clear communication.
- Capability to adapt within a changeable environment.

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- Desire to learn Agile principles, and to thrive within an Agile project environment.
- Strong digital skills (Microsoft 365).
- Ability to learn from mistakes and unafraid of failure.
- Enthusiasm for giving and receiving continual feedback.
- Passion for continuous improvement - reflecting on progress & performance.

Person Specification

Community Connector

Essential Criteria		How it is measured
<i>A – Application I – Interview T – Test or Presentation Q – Qualification</i>		
1.	Lived experience through being a parent or primary carer of a deaf child.	A / I
2.	Active member of the local community.	A / I
3.	Experience of engaging constructively with local services.	A / I
4.	Excellent relationship builder and collaborator.	A / I
5.	A change maker within your local community, improving networks of support for deaf children and their families/carers.	A / I
6.	Understanding that all deaf children and their families/carers are different, and knowledge of the support and language options available through informed choice.	I / T
7.	Strong communication and diplomacy skills, with the ability to be empathetic and build trust and rapport.	I / T
8.	Comfortable working autonomously as well as part of a team.	I
9.	Understanding of the importance of safeguarding.	I
10.	An open mindset and embracing of new concepts and ideas.	I
11.	Full driving licence and access to a vehicle for regional travel.	A
12.	Ability to work flexibly with some weekend and evening work.	I

Desirable Criteria		How it is measured
<i>A – Application I – Interview T – Test or Presentation Q – Qualification</i>		
1.	Strong digital skills and a sound understanding of agile values and principles.	A
2.	BSL Level 1 or above, a good level of deaf awareness and/or working towards BSL level 1 or above. Understanding and experience of deafness and British Sign Language skills or a willingness to learn.	A / Q
3.	A parent rep on CHsWg or a member of their LDCS.	A / I
4.	Access to the deaf community or already working with them.	I
5.	Existing relationships with Heads of Services in their area.	A
6.	Knowledge of, and/or willingness to engage with and understand the needs of minority communities in your local area and how best to reach them.	I
7.	Ability to speak an additional language, and/or confidence in their communication skills to understand and interact with hard-to-reach communities and groups.	A / I