Date: As postmark

Dear Applicant,

**RE: Application for employment**

Thank you for applying for the position of **Family Support & Engagement Worker** at the Deafness Resource Centre Limited.

Please find enclosed the following:

* Job Description (2 pages)
* Person Specification (1 page)
* Application Process (1 page)
* Application Form (6 pages) TO BE RETURNED
* Equality and Diversity Policy (2 page)
* Equal Opportunities Monitoring Form (1 page) TO BE RETURNED
* Data Protection Statement (1 page)

If any of this information is missing, please contact Reception at the Deafness Resource Centre using the details below.

If applying by post, please ensure *all relevant pages* are printed and sent to us.

The closing date for applications is 5pm Monday 13th October 2025

*Please note that CVs will not be accepted as part of, or instead of, an application. A typed application form would be accepted from applicants who have difficulty completing a hand-written application form*

I look forward to hearing from you soon.

Yours sincerely

*Helen*

Helen Fitzgerald

Chief Officer

**\*NOTE**: the term D/deaf is a collective reference to people who are profoundly deaf, deafened, hard of hearing and deaf blind.

**DEAFNESS RESOURCE CENTRE LIMITED**

Registered Charity No. 1128148, Company Limited by Guarantee 6807282, Registered in England and Wales

32-40 Dentons Green Lane, St Helens, WA10 2QB **Tel:** 01744 23887

Chairman of Committee: **Janet Yates** Hon. Treasurer **Katy Sheridan** Chief Officer**: Helen Fitzgerald**

JOB DESCRIPTION

**Family Support & Engagement Worker**

Employed by: Deafness Resource Centre Ltd

Based: Deafness Resource Centre St Helens

Line Manager: Deputy Chief Officer

Hours: 36 hours per week

Salary: £26,606

**Overall Role Purpose**

Support D/deaf children, young people and their families to make informed decisions and choices on issues relating to their deafness and facilitate peer support through a range of activities

**Specific Duties:**

1. Deliver Family Sign sessions in the home or community-based facility to support the development of effective communication within the family unit
2. Organise and deliver a range of activities and events aimed at bringing together families, children and young people to socialise and access informal peer support
3. Provide information, training and support to organisations involved with/ or of interest to the child and families, to help ensure they are confident and competent to meet the child’s needs in relation to hearing loss
4. Further the development of children & family services by establishing and maintaining effective working relationships with a wide range of individuals and key partners

1. Ensure families, children and young people have access to information and resources that will support decision making and choice.
2. Engage with partners to develop and deliver support services and initiatives that will address the needs of families, children and young people
3. To support the planning and delivery of events and activities to engage the wider D/deaf community to reduce social isolation and provide peer support
4. Actively promote services and activities using a variety of platforms to raise awareness and share good practice
5. Monitor, evaluate and record the effectiveness of services/activities and the impact made on individuals, and use to further develop the provision
6. To follow current legislation and practice guidelines relating to health and safety and the safeguarding of children and vulnerable adults.
7. To comply with Conditions of Service Policies and Procedures.
8. To undertake any other tasks falling within the remit of the job role.
9. Undertake appropriate training and development opportunities to fulfil the role to its full potential

|  |  |  |
| --- | --- | --- |
| **Key Criteria:**  **Candidates will be assessed from a combination of information provided on the application form, interview, presentation and references** | **Essential /**  **Desirable** | **Measured by**  **A: application**  **I: interview**  **P: Presentation**  **R: Reference** |
| **Qualifications / Education** |  |  |
| 1. British Sign Language Level 2 or native BSL user | Essential | A |
| **Experience / Knowledge** |  |  |
| 1. Knowledge and understanding of Deafness and associated issues, cultures and challenges particularly around families, children and young people | Essential | A/I |
| 1. Direct experience of planning and delivering a range of engagement activities and events in a safe and inclusive environment | Essential | A/I |
| 1. Experience of consulting and empowering individuals to achieve positive outcomes | Desirable | A/I |
| 1. The knowledge and understanding of safe working practices to create an environment that is secure for participants including assessment of risk | Essential | A/I |
| 1. Knowledge and understanding of the risks of harm for children and young people and the protocols in place to safeguard them against harm | Essential | A |
| 1. Experience of delivering informal training on a 1:1 or group setting | Essential | A |
| **Skills /Abilities** |  |  |
| 1. The ability to influence and motivate individuals and groups | Essential | A/I |
| 1. Excellent communication skills (verbal, written and visual) at all levels across a variety of settings | Essential | A/R |
| 1. The ability to forge effective working relationships with a range of individuals including family members, children, young people and other professionals | Essential | A/I |
| 1. Excellent proven organisational skills | Essential | A |
| 1. Good working knowledge and competency using Microsoft office software | Desirable | A |
| **Personal Qualities** |  |  |
| 1. Reliable, enthusiastic and hard working | Essential | A/R |
| 1. Commitment to embracing and upholding organisational values | Essential | A |
| 1. Understanding and commitment to equality, diversity and inclusion agendas | Essential | A |
| 1. Excellent team worker with the ability to work alone when required | Essential | A/I/R |
| **Other Requirements** |  |  |
| 1. Ability to travel within the Merseyside region and to work evenings and occasional weekends | Essential | A |

**Person Specification – Family Support & Engagement Worker**

Application Process

**Closing Date:** 5pm Monday 13th October 2025

**Interviews**: Date to be confirmed

Completed applications can be submitted by either post or email.

**Post to:**

FAO Helen Fitzgerald PRIVATE

Deafness Resource Centre Ltd

32-40 Dentons Green Lane

St Helens

Merseyside

WA10 2QB

**Email to:** [helen.fitzgerald@deafnessresourcecentre.org](mailto:helen.fitzgerald@deafnessresourcecentre.org)

**Short-listing**:

The contents of each employment application will be reviewed against the Person Specification and Job Description. Applications will be assessed based only on the information provided and how far it demonstrates the applicant’s ability to meet the criteria for the post.

**Please note C.V s will not be accepted**

If you are short-listed for interview, we will contact you in writing, with details about the date, time and venue of the interview.

**General Enquiries**

All enquiries regarding this application should be directed to Helen Fitzgerald, by email if possible: [helen.fitzgerald@deafnessresourcecentre.org](mailto:helen.fitzgerald@deafnessresourcecentre.org) or by telephone 01744 23887

**Other Information**

This post requires an enhanced disclosure through the Disclosure and Barring Service and suitable references to be received **before** an offer of work is made.



Registered Charity No. 1128148

Company Limited by Guarantee 6807282, registered in England and Wales

**APPLICATION**

**for**

**EMPLOYMENT**

**You should attempt to answer all questions as fully as possible.**

**CVs will not be accepted as part of, or instead of, this application form.**

**IIP_LOGO_BLACK_SMALL.jpg**

|  |
| --- |
| **The organisation is committed to Equal Opportunities and welcomes applications, regardless of disability, sex, marital status, sexual orientation, race, colour, nationality, ethnic or national origins** |

**Please complete this form in black ink**

|  |  |
| --- | --- |
| Please return this form to:  **Post:** FAO Helen Fitzgerald PRIVATE  Deafness Resource Centre Ltd  32-40 Dentons Green Lane  St Helens  Merseyside  WA10 2QB  **Email**: [helen.fitzgerald@deafnessresourcecentre.org](mailto:helen.fitzgerald@deafnessresourcecentre.org) | Title of the post for which you are applying:  **Family Support & Engagement Worker** |
| **Please state** **where** you saw the job advertised, or state “Word Of Mouth”: |

|  |  |  |
| --- | --- | --- |
| **Personal Details** | | |
| Title: | Forename(s): | Surname/Family Name: |
| Address: | | Telephone No: |
| Mobile No: |
| Email: |

|  |
| --- |
| Have you ever been convicted of a criminal offence? (please circle) **YES / NO**  If YES, please give details of date(s) or offences(s) and sentence(s) passed: This will not necessarily affect your application.  **Important**: if you are applying for a post connected with the provision of services to: children and young persons, older people, disabled people or people with learning disabilities or which involves employment in a Youth Club or Centre. **PLEASE NOTE** that, because of the nature of the work, such employment is *exempt* from the provisions of section 4 (2) of the Rehabilitation of Offenders Act 1074 (Exemptions) Order, 1975. Applicants are not entitled therefore, to withhold information about convictions which, for purposes, are ‘spent’ under the provisions of the Act. Any failure to disclose such convictions and, of course, any other convictions could, if the applicant is given employment, result in dismissal or disciplinary action. |

The following sections request information on which we decide whether or not to invite you for interview. It is therefore important that you complete all sections fully. You should read the accompanying person specification and job description, and consider carefully whether your knowledge, skills and abilities match what we are looking for.

|  |
| --- |
| **Education and Qualifications** |
| Please give details of any courses attended, duration and qualification(s) obtained. Include training you are currently undertaking which is relevant to the post. |
| **Voluntary Activities** |
| Please give details of any voluntary activities you undertake / have undertaken. |
| **Leisure Time Interests** |
| Please give details. |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Employment History** | | | | |
| Please give details of work history, beginning with your present/most recent employer **(including casual and self-employment**) and working backwards. If you have not been employed, please proceed to the next question. | | | | |
| **Name of Employer** | **From** | **To** | **Job Title and Main Responsibilities** | **Reason for leaving** |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

**Final Salary in most recent employment**: ----------------------------- **Notice required by present employer**: -------------------------------------

|  |
| --- |
| **Application** |
| Please state your reasons for applying for this post, and how you meet its requirements as outlined in the **person specification and job description**. Include any other information in support of your application. Continue on a separate sheet if necessary. |

|  |  |
| --- | --- |
| **References** | |
| Please give the details of *two referees* whom we may approach. One of these should be your **present/last employer.** They should not include relatives or purely personal friends. | |
| Name: --------------------------------------------  Address: -----------------------------------------  ----------------------------------------------------  ----------------------------------------------------  Email:---------------------------------------------------  Tel. No: ------------------------------------------  Capacity in which known  ----------------------------------------------------  Is consent needed before taking up reference?  **YES NO** | Name: --------------------------------------------  Address: -----------------------------------------  ----------------------------------------------------  ----------------------------------------------------  Email:--------------------------------------------------  Tel. No: ------------------------------------------  Capacity in which known  ----------------------------------------------------  Is consent needed before taking up reference?  **YES NO** |

|  |
| --- |
| **Personal Requirements** |
| Do you consider yourself to have a disability(please circle) YES NO  All applicants with a disability who meet the basic criteria will be short-listed for this position  Can you provide evidence of eligibility to work within the UK under the requirements of s8 of the Asylum and Immigration Act 1996 (such as a P45, P60, pay-slip or National Insurance Card?  (please circle) YES NO  Please note that in the event of being offered the post, you will be required to provide such evidence. |

|  |
| --- |
| **Declaration** |
| I declare that the information contained in this form is true and accurate. I understand that if it is subsequently discovered that any statement is false or misleading, my employment may be terminated without notice.    Signature: Date: |

**Equality & Diversity Policy**

**Deafness Resource Centre Ltd**. is committed to encouraging equality and diversity among our workforce, and eliminating unlawful discrimination.

The aim is for our workforce to be truly representative of all sections of society and our customers, and for each employee to feel respected and able to give their best.

The organisation – in providing goods, services and facilities - is also committed against unlawful discrimination of customers or the public.

**The policy’s purpose is to:**

* Provide equality, fairness and respect for all in our employment, whether temporary, part-time or full-time.
* Not unlawfully discriminate because of the Equality Act 2010 protected characteristics of age, disability, gender, reassignment, marriage, and civil partnership, pregnancy and maternity, race (including colour, nationality, and ethnic or national origin), religion or belief, sex (gender) and sexual orientation.
* Oppose and avoid all forms of unlawful discrimination. This includes in pay and benefits, terms and conditions of employment, dealing with grievances and discipline, dismissal, redundancy, leave for parents, requests for flexible working, and selection for employment, promotion, training and other development opportunities.

**The organisation commits to:**

* Encourage equality and diversity in the workplace as they are good practice and make business sense.
* Create a working environment free of bullying, harassment, victimisation and unlawful discrimination, promoting dignity and respect for all, and where individual differences and the contributions of all staff are recognised and valued.

This commitment includes training managers and all other employees about their rights and responsibilities under the equality policy. Responsibilities include staff conducting themselves to help the organisation provide equal opportunities in employment, and prevent bullying, harassment, victimisation and unlawful discrimination.

All staff should understand they, as well as their employer, can be held liable for acts of bullying, harassment, victimisation and unlawful discrimination, in the course of their employment, against fellow employees, customers, suppliers and the public.

* Take seriously complaints of bullying, harassment, victimisation and unlawful discrimination by fellow employees, customers, suppliers, visitors, the public and any others in the course of the organisation’s work activities. Such acts will be dealt with as misconduct under the organisation’s grievance and disciplinary procedures, and any appropriate action will be taken. Particularly serious complaints could amount to gross misconduct and lead to dismissal without notice.

Further, sexual harassment may amount to both an employment rights matter and a criminal matter, such as in sexual assault allegations. In addition, harassment under the Protection from Harassment Act 1997 – which is not limited to circumstances where harassment relates to a protected characteristic - is a criminal offence.

* Make opportunities for training, development and progress available to all staff, who will be helped and encouraged to develop their full potential, so their talents and resources can be fully utilised to maximise the efficiency of the organisation.
* Decisions concerning staff being based on merit (apart from in any necessary and limited exemptions and exceptions allowed under the Equality Act)
* Review employment practices and procedures when necessary to ensure fairness, and also update them and the policy to take account of change s in the law.
* Monitor the make-up of the workforce regarding information such as age, gender, ethnic background, sexual orientation, religion or belief, and disability in encouraging equality and diversity, and in meeting the aims and commitments set out in the equality policy.

Monitoring will also include assessing how the equality policy, and any supporting action plan, are working in practice, reviewing them annually, and considering taking action to address any issues.

The equality policy is fully supported by the Chief Officer and the management committee.

The lead person responsible for its implementation is Helen Fitzgerald Chief Officer



Registered Charity No 1128148

Company Limited by Guarantee No 6807282

**EQUAL OPPORTUNITIES MONITORING FORM – PLEASE RETURN WITH APPLICATION FORM**

As part of our organisational commitment to providing equality of opportunity, it is important for us to monitor access to our services, including the recruitment process. The information you provide will be used for statistical purposes only.

What is your employment status? (Please tick)

|  |  |  |  |
| --- | --- | --- | --- |
| Retired | E1 | Unemployed | E5 |
| Carer | E2 | Training | E6 |
| Student | E3 | Non-Employed | E7 |
| Employed | E4 | Other | E8 |

If you answered other please specify…………………………………………………….

What is your ethnic origin? (Please tick)

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **White** | | **Mixed** | | **Asian or Asian British** | | **Black or Black British** | | **Other** | |
| British |  | White/Black Caribbean |  | Indian |  | Caribbean |  | Chinese |  |
| Irish |  | White/Black African |  | Pakistani |  | African |  |  |  |
|  |  | White Asian |  | Bangladeshi |  |  |  |  |  |
| Other White |  | Other Mixed |  | Other Asian |  | Other Black |  | Other |  |

Would you consider yourself to have a disability? (Please tick) Yes No

Gender (Please tick) Prefer not to say Male Female

Age range (Please tick)

|  |  |  |  |
| --- | --- | --- | --- |
| Under 16 |  | 36 – 50 |  |
| 16 – 25 |  | 51 – 60 |  |
| 26 – 35 |  | 61 + |  |

**THIS INFORMATION IS ANONYMOUS AND CONFIDENTIAL. IT WILL BE HELD SEPARATELY FROM YOUR APPLICATION, AND USED FOR MONITORING PURPOSES ONLY.**

**Data Protection Statement**

Job Applicants

1. The Deafness Resource Centre Ltd (DRC) is committed to a policy of protecting the rights and privacy of individuals, the DRC needs to collect and use certain types of Data in order to carry out our work. This personal information must be collected and dealt with appropriately. The DRC is responsible for complying with the Data Protection Act 1998 and the new General Data Protection Regulation that was introduced from 25th May 2018.
2. We are required to state our lawful basis for processing your information which is the **Legitimate Interests** of the organisation.
3. The Deafness Resource Centre collects your personal data in order to conduct a fair and transparent recruitment procedure and to select the most suitable candidate for the position. The information we hold and process will be used for our management and administrative use only. This includes using information to enable us to comply with the recruitment policy, to comply with any legal requirements, monitor performance and protect our legal position in the event of legal proceedings. If you do not provide this data, we may be unable in some circumstances to comply with our obligations and we will tell you about the implications of that decision.
4. The information we hold is detailed in this application form. We will use this information and information obtained from your referees to ascertain your suitability for employment and to determine your Right to Work in the UK. In order to process references and eligibility checks we will share your personal data with the appropriate third parties.
5. Other than stated above, we will not share your personal information with a Third Party unless legally obliged to do so.
6. If your application is successful and you are offered an employment contract with the DRC, we will issue a Staff Data Protection Fair Processing Notice that outlines our Data Protection processes for paid staff.
7. In the event of your application being unsuccessful, your data will be retained and stored securely for a period of six months, at which point it will be disposed of securely.
8. If (in accordance with applicable law) you would like to correct or request access to information that we hold relating to you or if you have any questions about this notice contact the Data Protection Lead (Chief Officer). You also have the right to ask for some but not all of the information we hold and process to be erased (the ‘right to be forgotten’) in certain circumstances. Data Protection Lead will provide you with further information about the right to be forgotten, if you ask for it.