

# CITYLIT

INSPIRING PASSIONS · REALISING AMBITIONS

<b>JOB TITLE:</b>	Communication Support Worker (CSW) Pool
<b>DEPARTMENT:</b>	Access, Inclusion and Support (AIS)
<b>REPORTS INTO:</b>	Head of Access, Inclusion and Support
OVERVIEW OF THE JOB	
<p>To work with students on City Lit courses, both on-site and online.</p> <p>To provide in-class communication access (including BSL/SSE/English and some notetaking) to deaf and hard of hearing students. Other work including modification of language and relevant administration will be required.</p> <p>To use communication strategies to match the access needs of a range of deaf students, including those with complex needs and low-level language. The majority of students will be on mainstream courses and will be studying at a variety of levels across a range of courses of variable duration.</p> <p>Note: for remote work, you will require a good Internet connection (the classes work best with Chrome); a computer with microphone and camera; earphones/headphones/speakers; and sometimes access to a second screen.</p>	
KEY AREAS OF RESPONSIBILITY	KEY PERFORMANCE INDICATORS (KPIs)
Provide Communication Access and Support	<ul style="list-style-type: none"> <li>• Provide support using sign language (BSL, SSE).</li> <li>• Use additional strategies such as lip speaking; taking notes; drawing pictures and using gestures.</li> <li>• Work to provide support face to face and/or online.</li> <li>• Be proficient at manual notetaking (including pictorial and graphical).</li> <li>• Provide support using clear speech.</li> <li>• Modification of written materials (where necessary).</li> <li>• Clarification of any homework tasks/assignments, including ensuring that the student has notes and understands the process and what is required for the homework/assignments and is in possession of all relevant information.</li> <li>• In class support, including additional strategies to support access to learning such as clarification and further explanation of vocabulary and background knowledge.</li> <li>• Provide support in a flexible way (including use of appropriate communication tactics) to allow the student to access their education.</li> <li>• Promote independent learning and study skills.</li> </ul>
Other	<ul style="list-style-type: none"> <li>• Keep accurate records and undertake other administrative duties as appropriate, including completing in class support records, pay claim time sheets and any other paperwork required.</li> <li>• Keep up to date with BSL subject knowledge and other issues relevant to the area of work.</li> <li>• Attend relevant training/development events and meetings as required.</li> <li>• Work at all times in accordance with and to further the</li> </ul>

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	<p>policies and procedures of City Lit, including those regarding Safeguarding, Health &amp; Safety, Equality &amp; Diversity and Customer Care.</p> <ul style="list-style-type: none"> <li>Any other duties as appropriate to the post.</li> </ul>
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KNOWLEDGE/QUALIFICATIONS/ATTRIBUTES REQUIRED	SKILLS/EXPERIENCE REQUIRED
<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>Minimum Signature (CACDP) BSL Level 3 or equivalent.</li> <li>Experience of working with deaf students.</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>One of the following: a deaf studies related degree/ a CSW qualification/ a teaching qualification/ interpreter training.</li> <li>Have experience as a CODA.</li> <li>Knowledge of issues related to education and deaf people and the ability to explain and promote understanding of these issues to teaching staff and other students.</li> <li>Proficient in providing communication access via Zoom, Google Meets and Teams.</li> </ul>	<ul style="list-style-type: none"> <li>A good level of competency in English, Maths and IT with minimum Level 2 (GCSE grade A-C) qualification in English and Maths or equivalent.</li> <li>Experience of using online platforms such as Zoom, Google Meets and Teams.</li> <li>Be able to establish good interpersonal relations, as part of a team, with college staff and students.</li> <li>Proven ability to work independently on a one-to-one basis and as part of a team.</li> <li>Ability to organise student records and information to provide timely and accurate records of support provided and needed.</li> <li>Ability to pass accurate information by telephone, electronically and by written means regarding students' timetables, study needs and other issues relating to their support.</li> <li>Understanding of promoting excellent customer service.</li> <li>Understanding of promoting equality and diversity.</li> <li>Understanding of and experience of promoting Safeguarding and Health and Safety as appropriate to the role.</li> </ul>

KEY STAKEHOLDERS/CONTACTS:	<ul style="list-style-type: none"> <li>Access, Inclusion and Support team</li> <li>Centre for Deaf Education team</li> <li>Deaf students at City Lit</li> </ul>
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HOURS OF WORK:	There are no fixed hours. Pool staff are contracted on a course-by-course basis, which may include evening and weekend courses.
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