

Job title: Sensory Coordinator
Reporting to: Senior Management Team
Contract type: Permanent
Contracted hours: Flexible (Minimum of 30 hours per week)
Working pattern: Rota as and when required

Age 25+	Age 21-24	Age 18-20	Age 16-17
£9.37	£8.86	£7.31	£5.51

Conditions: A six-month probationary period applies. The centre will be open Monday – Sunday from morning to evening. Applicants must be able to work on a rota basis including bank/public holidays and be flexible to meet business needs.

Key Purpose:

The post holder will be responsible for coordinating the sensory and quiet rooms, sensory parties and the needs of visitors who have additional needs and their families within the new High Rise activity centre in Lisburn. They will be responsible for providing a welcoming environment for people with learning, physical and emotional difficulties, including autism and those with Mental Health issues.

They will be responsible for advising the families and/or carers on the use of the equipment and facilitating sessions in order to maximise the benefit to the visitors, enabling them to enjoy their experience and to develop their abilities as fully as possible.

Main Responsibilities and Duties to include:

- Provide a welcoming and rewarding experience for all our customers
- Promote use of the High Rise centre for individuals with additional needs and their families / carers, particularly use of the sensory and quiet room facilities and dedicated sessions
- Facilitate a positive experience for centre users by communicating with and interacting appropriately with customers and visitors with additional needs providing support where appropriate
- Maintain a clear and comprehensive schedule of usage to ensure that the sensory and quiet rooms are not over booked, but that available sessions are maximised
- Maintain clear and accurate records of users' needs to facilitate their initial session, and on their experience of the equipment to guide subsequent visits
- Communicate and liaise with colleagues, families and staff from partner agencies to ensure the visitors are offered as many opportunities as possible within the Centre
- Offer an environment to enable service users to become as independent as possible and to grow in confidence and competence in using the facilities
- Respect each individual's right to privacy and ensure that their dignity is maintained at all times

- Liaise with parents, carers and professionals regarding the content and delivery of multi-sensory teaching approaches
- Monitor each individual's use of sensory equipment and resources
- Safeguard and promote the welfare of children and vulnerable adults with whom you come into contact, to include adhering to all specified procedures
- Deal with customer complaints sensitively and report to the duty manager where appropriate
- Prepare, set up, dismantle and/or store equipment in accordance with standard operating procedures and health and safety obligations
- Prepare and maintain the sensory and quiet rooms in accordance with risk assessments, operating procedures and cleanliness standards including:
 - Daily Health and Safety checks
 - Turn on control system & test themes, lighting, sound and visual effects.
 - Routine equipment check and problem solving where necessary
 - Consider levels of heating for the nature of the group
 - Select appropriate equipment for aims of each session including appropriate projector wheels etc.
 - Tidy the room after the group and re check any safety issues
 - Ensure all equipment is cleaned and maintained to the required standards in line with daily, weekly and monthly requirements
 - Schedule routine periodical equipment checks as required in line with equipment manuals and warranties.
- Maintain high standards in the cleanliness and presentation of all visitor areas, ensuring a quality visitor experience is consistently achieved
- Comply with health and safety policies, organisational statements and procedures, report any incidents / accidents/ hazards and take a pro-active approach to health and safety matters in order to protect yourself and others
- Report any buildings or equipment defects / concerns to management and complete relevant documentation as required
- Support and enforce the Centre's policies and procedures – such as session times, payment and ticket collection
- Promote and contribute to a harmonious working environment where all employees are treated with respect and dignity.
- Comply with the organisation's Security & Confidentiality policy at all times, ensuring the highest levels of information security, data protection and confidentiality
- Undertake any other duties of a similar nature related to this post that may be required from time-to-time.

- **This job description is neither exhaustive nor exclusive and may be reviewed depending upon operational requirements and staffing levels.**

Personnel Specification

The Personnel Specification shows **essential** and desirable skills, abilities, knowledge and/or qualifications required to be able to carry out the duties of this post.

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Factors	Essential Criteria
Qualifications and Experience	<ul style="list-style-type: none"> • Possess or working towards a relevant NVQ qualification or equivalent • Minimum of 1 years' experience in a customer facing role • Experience of working with children and/or adults with additional needs • Experience of diary/schedule management • Computer literate to include use of internet, Microsoft packages including Outlook, Word and Excel, and databases.
	<p>Desirable Criteria</p> <ul style="list-style-type: none"> • Experience of working with children and/or adults with autistic spectrum disorders • Experience of working with children and/or adults with learning disabilities • Previous experience working within a sensory room • First Aid at Work for children and/or adults
Skills, Aptitude, Qualities and Behaviours	<p>Essential Criteria</p> <ul style="list-style-type: none"> • Excellent communication skills with ability to communicate and interact with a range of people at different levels, from children to professionals • Good administrative skills including ability to maintain and update records and files, both paper and electronic. • Intuitive and can think on your feet. • Be comfortable working with members of the public • Ability to empathise and prioritise the customer's needs • Possess a positive 'Can Do' attitude • Have an outgoing, enthusiastic and friendly manner • Ability to work well under pressure • Good organisational skills with ability to prioritise and multi task • Able to demonstrate initiative and work unsupervised • Willingness to be flexible and take on other duties in the Centre

Knowledge and Understanding	Essential Criteria
	<ul style="list-style-type: none"> • Familiar with the work and vision of Employers For Childcare • Understanding of additional needs • Knowledge of helpful approaches, strategies and interventions in working with people with learning disabilities / autism
	Desirable Criteria
	<ul style="list-style-type: none"> • Knowledge of relevant H&S safety legislation that will impact on service delivery • Have a knowledge of a range of helpful communication techniques (e.g. Makaton, PECS, TEACCH System, etc)
Special Circumstances	Essential Criteria
	<ul style="list-style-type: none"> • Ability to work flexible, unsocial hours including bank holidays, evenings and weekends. • This post is subject to a basic criminal record disclosure check. This will be applied for through AccessNI. • You must be resident in the UK and eligible to work.