

West Norfolk Deaf Association

Volunteering Information Pack



West Norfolk Deaf Association

The West Norfolk Deaf Association was set up in 1991. Our aim is to empower deaf and hard of hearing people.



Chairman
Rick Cotton



Association Manager
Amanda Kenny



Hearing Support Co-ordinator
Rachel Vanhinsbergh



Administrator
Tracey Winterbone



Deaf Advocate
Beverley Sutton

Our Services

Advocacy for Deaf People

Norfolk Deaf Advocacy Service offers support around the following issues:

- Housing
- Benefits
- Family
- Running a home
- Independent living
- Technology

Hearing Support Service

Supporting people who wear NHS hearing aids

Services include:

- Home visits
- Residential home visits
- Drop in at Deaf Centre
- Doctors Surgery Clinics
- Equipment Clinic
- Tinnitus Support Group

Hearing Support Service Residential Home Visits

The Hearing Support Service visits many residential homes and sheltered accommodation units throughout West Norfolk, helping hundreds of individuals each year with their hearing aids.

Hearing Support Service Home Visits

The Hearing Support Service team work tirelessly to provide home and residential home visits throughout West Norfolk. Now in its tenth year, the Hearing Support Service continues to thrive in the community, reducing isolation and increasing independence for hearing aid users in West Norfolk.

Hearing Support Service Drop in at Deaf Centre

The Hearing Support Service has many arms. The Hearing Support service is also available at our main premises at the Deaf Centre. The office is open from 9.30 am to 1.30pm Monday to Friday. We are able to provide help and replacement parts for hearing aid faults and repairs. We are able to answer queries about assistive equipment and other organisations who may be able to help. We also provide batteries, information and a listening ear.

Our Services

Hearing Support Service Doctors Surgery Clinics

The Hearing Support Service provides widespread accessibility for our service users throughout West Norfolk. In addition to our home visits, we felt that many hearing aid users would benefit from regular hearing aid clinics in their local doctors surgery. This would ensure greater accessibility for hearing aid users at a location that they may feel more comfortable in visiting.

The Hearing Support Service has now established eight surgeries in West Norfolk where we are able to service hearing aids, replace old and faulty tubing, provide batteries and give advice about assistive equipment and other organisations.

Hearing Support Service Assistive Equipment and Consumable Items

Assistive equipment helps people with hearing loss to feel less isolated and enables them to live independently.

People with hearing loss are able to visit the Deaf Centre from 9.30am to 1.30pm Monday to Friday, to find out more about the range of equipment that is available to buy and to try some of the equipment before buying.

Consumables, such as earmould lubricant and vent cleaners, drying capsules and cleaning solutions can often be difficult for people to obtain at a reasonable price. We stock a range of these items for our service users.

Hearing Support Service Tinnitus Support Group

The Tinnitus Support Group grows in membership numbers every year. The group holds regular events throughout the year, including equipment presentations and guest speakers,

The Tinnitus Support Group provides support, information and advice to help in the management of Tinnitus as well as an equipment loan service

Breakout Club

The Break-out! club is an exciting holiday club for families with deaf and hard of hearing children aged between 5 and 16 years.

Our club ensures full access, regardless of what the child's communications needs are, and provides fun activities, group outings and opportunities for learning.

Our Services

Kings Lynn Deaf Club and Coffee Mornings

King's Lynn Deaf Club meet at the Deaf Centre every second Saturday of the month from 6pm till 10pm. The Deaf Club have had consistently good numbers of people to their monthly meetings.

The group attracts people from other areas with regular visitors from Spalding, Norwich, March and Wisbech.

The committee meet regularly to plan activities and ensure that the business side of the club is well maintained. New visitors to the club are always welcome.

The coffee mornings are held at the Deaf Centre every Thursday morning from 10am till 12 noon and give Deaf people an opportunity to get together and socialize or take part in some of the organised events.

Hearing Support Service Audiology

We have established partnership working with the Queen Elizabeth Hospital, Audiology department and are now pleased to support their outreach work.

We supply a room in which audiology can provide clients with hearing tests and hearing aid repairs. This gives the clients an option of meeting in a location that may be more accessible to them.

WNDA.ORG.UK

The new- look website for the West Norfolk Deaf Association is a fantastic tool for advertising and raising awareness of the services that we are able to offer.

We work hard to ensure that the websites content is up to date and relevant.

The website gives full information about all of our services and activities.

West Norfolk Hearing Support Service

WEST NORFOLK DEAF ASSOCIATION JOB DESCRIPTION

JOB TITLE	WNDA Volunteer
NAME OF PROJECT	West Norfolk Deaf Association
ADDRESS OF PROJECT	Railway Road Kings Lynn PE30 1NF
RESPONSIBLE TO	WNDA Manager
WORKING HOURS	N/A
SPECIAL CONDITIONS	Expenses will be paid
DATE WRITTEN	June 2011

JOB SUMMARY

To provide support to members of staff and trustees in a number of roles detailed below.

Job Summary

Hearing Support Service:

See Job Description for Hearing Support Service Volunteer

Children's Holiday Club:

See Job Description for Children's Breakout Club Volunteer

Administration: General office duties including;

- Answering the telephone
- Filing
- Photocopying
- Organising information
- Preparing letters and other documents

Centre maintenance: General care and up-keep of the building and its facilities which may involve; cleaning duties and minor maintenance to fixtures and fittings. (May involve some lifting)

West Norfolk Hearing Support Service

Fundraising and Distribution: To promote and support the work of WNDA by distributing our advertising materials and /or raising funds through a variety of methods.

Other: Volunteers may like to assist the Association with other ventures and ideas that will promote our services and help support deaf and hard of hearing people in West Norfolk.

West Norfolk Hearing Support Service

Practical Information for Volunteers

Training

Full training is provided for Volunteers in all roles.

Training refresher events are scheduled on a yearly basis to ensure our volunteers are kept up to date with the latest developments and information. Individual 1:1 refresher training is available upon request.

Supervision Meetings

Supervision meetings may not be appropriate for all models of volunteer involvement, but for Hearing Support volunteers it is the best way of ensuring that they get a chance to give and receive feedback. They offer the chance for an open two way conversation about the volunteers work.

We prefer to avoid Supervision Meetings being seen as an appraisal - many people will have the workplace model in their head, and images of being grilled by the boss. Volunteers are reassured that it is a chance to talk in a private space, and that it is as much about us listening to the volunteer as us talking to them.

A private space will be arranged for all supervision meetings. It is meant to be a chance for the volunteer to speak their mind, which is impossible if they feel they can be heard by others.

We encourage volunteers to raise problems or concerns. It is much easier to deal with a problem at an early stage than let it grow into something which disrupts the work of the volunteer or even the whole volunteering programme.

We will give clear feedback and ensure that we let volunteers know that we are pleased with their work. It is important that neither the volunteer nor the supervisor gets into the habit of viewing the meetings as gripe sessions. Where there are problems about the volunteers work or behaviour it is important that these are raised at the meeting. Any problem is likely to be related to the behaviour and not the individual, the issue is a shared problem and it is important to identify what steps we need to take together to improve things.

Supervision meetings will be arranged on a yearly basis at the mutual convenience of both the Hearing Support Co-ordinator and the volunteer.

CRB Checks

All Volunteers will need to have a CRB disclosure check to work with vulnerable adults and children. WNDA will incur the full cost of the CRB check. CRB checks need to be renewed every three years.

Expenses

All expenses are paid when you volunteer for WNDA.

Mileage is paid at 40p per mile and is paid directly to our volunteers by cheque or by direct bank transfer, on a monthly or a weekly basis.

A mobile telephone is provided for our Hearing Support volunteers and credit will be paid by WNDA to ensure that you are able to make all Hearing Support telephone calls on the mobile telephone. If however, you prefer to use your own telephone, we can arrange to 'top-up' your phone's calling credit on a regular basis.

WNDA will pay for any parking charges or postage fees that you may incur as a volunteer.

West Norfolk Hearing Support Service

What do the volunteers think about volunteering?

'I've got a hearing problem myself so I know how difficult it is for people with hearing loss to cope day-in and day-out. By volunteering for the Hearing Support Service I am able to make use of my hearing loss to help others with theirs.

I like to feel useful, and working for WNHSS means that I am useful. It is good fun. I'm able to meet new people, and the other volunteers are a great bunch of people to work with.'

(Margaret Tate, HSS Volunteer)

'I can decide how much time to give and I feel that my contribution is valued.

It's good to spend time with people who welcome my help and advice.

'Since joining the West Norfolk Deaf Association as a volunteer, it is a frequent reward that I have received when I have serviced a patient's hearing aid, and restored its efficiency.

It is not until this happens that a lot of people realise how important regular servicing is, and are often so pleased with the difference our meeting has made. It is the expression of their pleasure that is my reward.'