



# Recruitment Pack

*2024*

*Prepared By*  
Internal Operations



# CEO's Message

Hi! I am Lowri, CEO of Vision Support and I would like to introduce you to Vision Support, our ethos, and our values.

Vision Support is approaching its 150th year and whilst we might be well established, we continue to have an enthusiastic and energetic approach to improving the opportunities for people with a vision impairment.

Our **mission** is to raise awareness of vision impairment and to provide services for people who are blind or partially sighted that aim to increase independence and wellbeing, and reduce social isolation across North East Wales and Cheshire.

Our **values** are embedded in everything we do and working together with people who are blind or partially sighted is at the heart of our organisation.

Our team of staff and volunteers are our biggest asset and their skills, empathy and knowledge enable us to continue to provide excellent services and support, delivered with creativity and flexibility in mind.

Working for Vision Support is incredibly rewarding but don't just take my word for it, here are some recent comments from staff:

"VS is an organisation that treats you as an individual. They try to do what they can to enable you to be the best you can be in work, whether it is emotional or practical support. As a VS employee I feel listened to, included and valued. Everyone is so friendly and supportive, which is lovely."

"Vision Support is an incredibly rewarding organisation to work for. Teamwork and professional growth are highly valued. The organisation is very supportive and fosters an inclusive working environment for all."

"I have an excellent team of people around me at Vision support, I have learnt a lot from my peers during my time here. I feel supported and valued in my role and find fantastic job satisfaction from supporting our service users."

# What our service users say

“I am feeling much more connected to my community, feeling less lonely and less anxious. I loved speaking with you and couldn’t thank you enough; you’ve really gone the extra mile for me.”

“I feel more upbeat and positive, and I have actively started looking for employment. I’m in a much better place now.”

“I particularly enjoy the trips out and looking forward to going in June as I wouldn’t be able to visit places such as the places we go without the group”.

“With out your help, I wouldn’t be able to afford my heating on this year. Now I can be warm.”

“I look forward to your visits...I feel better all afternoon after you’ve gone.”

“It gives me the confidence to cope...it’s nice to know that someone is there looking out for me when necessary.”

“I was feeling very low when I was diagnosed with severe sight loss, but since I have been getting home visits I have felt more confident when going out of the house on my own. I can now go on the bus by myself to do shopping etc.”



# Values and Mission

Having an agreed mission and shared values is important to us all at Vision Support. It enables us to keep focussed on a shared vision with our collective values and behaviours at the core of everything we do.

## Mission Statement

Raising awareness about vision impairment and providing services for people who are blind or partially sighted that aim to increase independence and wellbeing, and reduce social isolation across North East Wales and Cheshire.

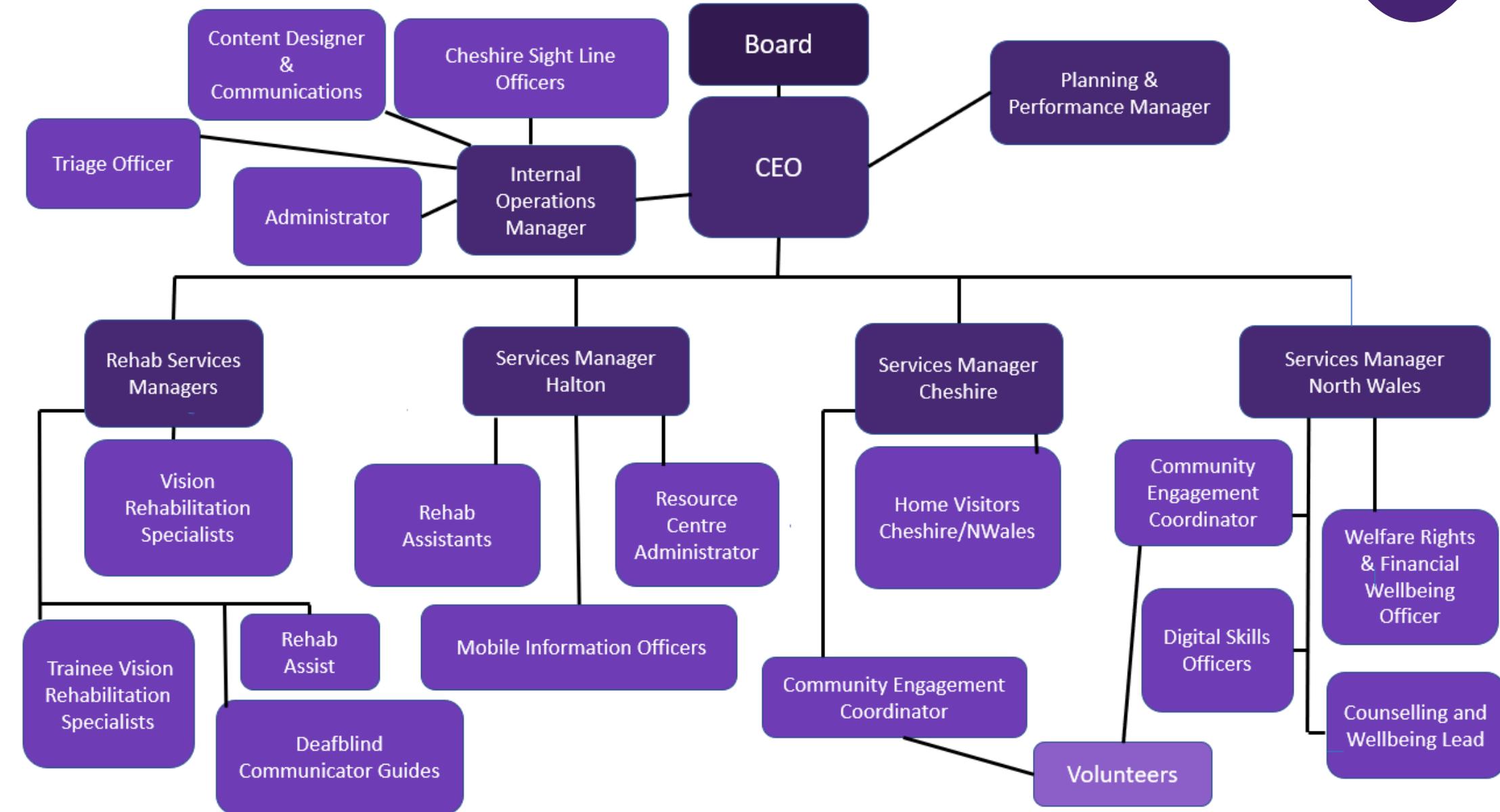
## Vision Support's Values

Our Values were developed jointly with people who are vision impaired, the Vision Support Board of Trustees and the staff team. Having common values is important to ensure that we deliver the best services in a consistent way.

1. We are committed to standing side by side with people who are vision impaired, ensuring that people's voices are heard in order to support wider positive change.
2. We work together ensuring that our services are developed jointly and focused on making a real difference to the lives of people with vision impairment
3. We work with honesty and integrity, providing support in a person-centred way to ensure that everyone can achieve their outcomes, develop their independence and maintain their dignity.
4. We are always caring, reliable, respectful and we work with empathy.
5. We are inclusive, we value diversity and equality, and we lead by example.



# Organisational Structure





# Locations



## Vision Support Head Office

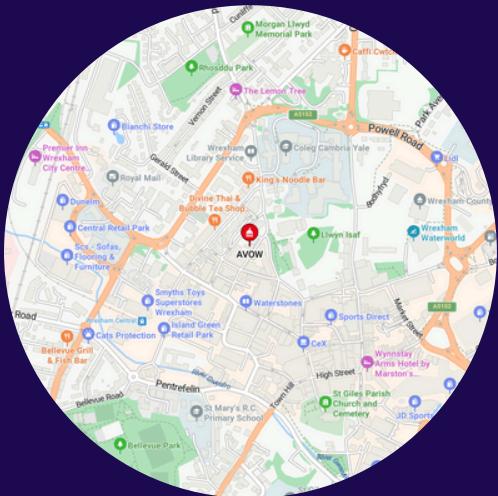
Units 2 & 2 The Ropeworks, Whipcord Lane,  
Chester, CH1 4DZ  
01244 381 515



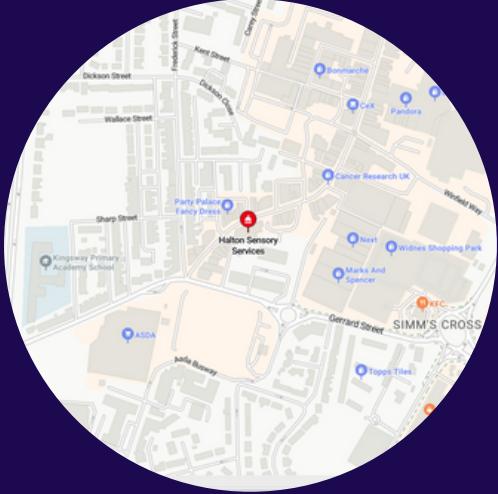
## Cheshire Sight Loss Information Line

Chester Bluecoat Charity, Bluecoat Square, Upper  
Northgate St, Chester CH1 4EE  
01244 478 910

**Wrexham Resource Centre**  
Ty Avow, 21 Egerton St, Wrexham LL11 1ND



**Halton Sensory Services**  
126 Widnes Rd, Widnes WA8 6AX  
0151 511 8801





# Benefits

A full 2-week induction where you meet the teams and get to experience each service to gain a deeper understanding of Vision Support and our mission.

Access to a training suite and regular reviews of any required training.

Annual teambuilding days and regular staff socials.  
26 days holiday, increasing to 32 days after 5 years' service (plus bank holidays).

Access to an Employee Assistance Programme, which includes:

- Free 24/7 counselling, legal and information line
- Critical incident advice and telephone support
- Online health portal and access to the Wisdom app offering:
  - Health plans
  - Exercise tutorials

Our staff are our strongest asset so we take employee welfare and wellbeing extremely seriously, and are always looking for ways to improve practices and encourage engagement.



# Governance

Our Board of Trustees are all volunteers giving their time to ensure that the Charity is fulfilling its purpose, is legally compliant and financially sound.



## Sandra Massey

Sandra spent over thirty years in the chemical industry as a Group Production Planning Manager, flying all over. Sandra was registered as sight impaired in 2012 and had to take early retirement in 2014. She then went on to join us at Vision Support in 2019.



## Miles Tutton FRCS FRCOphth DO

Since 1986, Miles was a Consultant Ophthalmologist in Chester looking after both adults and children. He carried out surgery for several eye conditions and was at the forefront of the use of lasers, especially in corneal refractive surgery.



## Mark Thorp

Mark is a retired chartered accountant and tax adviser. Mark was previously based at the Port of Liverpool and had group wide responsibility for the management of all taxes as well as roles in cash/treasury management, and staff development and management.



## Clare Caws

Clare moved up to Chester, having grown up in Hampshire, to study chimpanzees which she has always had a fascination for. She has been involved with Vision Support for over a decade, since she was diagnosed with a very rare genetic condition.



## Valery Ashbrook

Valery is a Quality Assurance & Audit Officer with over 30 years' experience working in the food industry and within further education. The Quality Assurance and Audit Processes ensures continual quality improvement as well as legislative compliance.



## Alan Allman

With over 40 years of experience of working in both the public and private care sectors, Alan has developed a considerable portfolio of skills, he now uses these to run his own consultancy business. Alan also has several years' experience as a Board Member, the latest being the Chair of a learning disability charity in Manchester.



## Geoffrey Homer

Geoff is a retired CEO with more than 40 years' experience in commercial vehicle leasing across the UK, Hong Kong and Peru. After retiring he trained as an Advisor with Citizens Advice and after three years as an Advisor, he was invited to join the Board as a Trustee and then acting Chair. In addition, he was invited to join the Board of St. Davids Hospice, Llandudno.



# Services



Vision Support offers a wide variety of services for vision impaired people across Cheshire, Halton and North Wales.

## Digital Skills

Helping people to confidently use digital technology. Working with everything from smartphones to Alexa's and laptops.

## Financial Wellbeing and Benefits Advice

Helping with benefits checks, support filling out forms and help applying for concessions, budgeting advice, signposting to external debt organisations and help with applying for all types of grants.

## Home Visiting

Providing emotional support, advice and information.

## Community Outreach

Our community information units travel throughout North-East Wales and Cheshire providing advice, information and support.





# Services



## Independent Living Assistance

Our Vision Rehabilitation Specialists are contracted to some Social Services in North Wales for advice about independent living. This could include communication skills, using technology, orientation and long cane mobility training, independent living skills training, understanding eye conditions and prognosis, advice and training on low vision aids, and referrals to other services such as social groups, counselling, Occupational Therapists and Social Workers.

## Peer Support and Telephone Befriending

We run lots of social activities and clubs include talks, outings, light exercise, arts and crafts, and other general activities. We also have friendly volunteers to offer companionship over the phone.

## Campaigning Groups

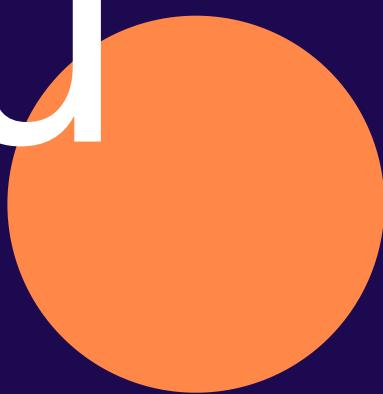
We are keen to learn and understand more about the difficulties and challenges people with vision impairments encounter in a sighted world, so our VI Voices groups run to help us to understand the issues faced and how we can work together to address them.

We will also invite people from the Local Authority, the NHS or the council to come and listen to the group explain the issues.





# Thank You



*CONTACT*



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