

Vision Support

Recruitment

Pack





CEO's Message

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

Our mission is to stand alongside people with vision impairments, offering comprehensive support that addresses immediate needs while challenging societal barriers and expanding opportunities for a more inclusive future.

Our values are embedded in everything we do and working together with people who are vision impaired is at the heart.

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 us is incredibly rewarding but don't just take my word for it:

“VS is an organisation that treats you as an individual. They 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.”

“VS 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 clients 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.”



Why we do what we do

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.

Our Purpose

We exist so no one experiences vision impairment alone.

Our Vision: Connected, Confident, Capable.

A society where people with vision impairments live fulfilled, independent lives as active, valued community members with equal access to opportunities and resources.

Our Values were developed jointly with people who are vision impaired, our Board of Trustees and the staff team. This 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.



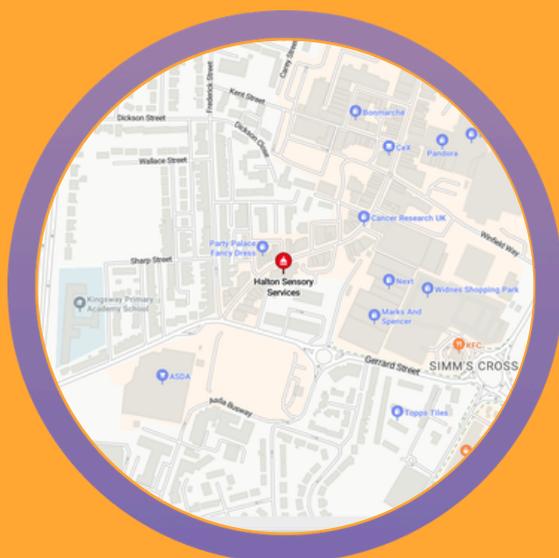


Locations



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, Upper Northgate Street, Chester CH1 4EE
01244 478 910



Halton Sensory Services
126 Widnes Rd, Widnes WA8 6AX
0151 329 2811

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. All Trustees apply to join the Board and are formally voted in. Each member serves a three-year term, after this they must stand for re-election should they wish to continue.

The Board has full responsibility for the Charity but delegates the operational work to the CEO and staff team. Detailed financial planning and monitoring is delegated to the Finance Sub-Committee and Board members also appoint the Directors for Vision Support Trading.



Services

Digital Skills - Helping people to confidently use digital technology like Meta glasses, smartphones and Alexa's.

Financial Wellbeing and Benefits - Helping with benefits checks, support completing forms and help applying for concessions, budgeting advice, signposting to debt organisations and applying for grants.

Home Visiting - Providing emotional support, advice and information.

Independent Living Assistance - Our Vision Rehabilitation Specialists are contracted to some Social Services in North Wales. They help with communication skills, using technology, orientation and long cane mobility training, independent living skills, understanding eye conditions and prognosis, advice and training on low vision aids and signposting.

Peer Support - We run lots of social activities and clubs include talks, outings, light exercise, arts and crafts, and other general activities.

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.

