

Communication Support Worker (Higher Education)

Job Purpose

To provide high-quality communication support to deaf, deafblind, hard of hearing, and/or disabled students within a higher education setting. The post holder will facilitate effective access to teaching, learning, assessments, placements, and university life, enabling students to participate fully and independently in their studies.

Key Responsibilities

Communication Support

- Provide communication support to deaf and disabled students in lectures, seminars, tutorials, practical sessions, placements, and other learning activities.
- Use appropriate communication methods, including BSL, SSE, lipspeaking, notetaking, deafblind communication, or other agreed support strategies.
- Communicate information accurately, impartially, and in accordance with students' individual support plans.

Student Support

- Enable students to access learning, assessments, and wider university activities.
- Promote independence, inclusion, and self-advocacy while maintaining appropriate professional boundaries.

Collaboration

- Work effectively with students, academic staff, Disability Services, and other support professionals.
- Attend meetings and contribute to support planning and review processes as required.

Professional Practice

- Maintain accurate records and comply with confidentiality, safeguarding, data protection, and equality requirements.
- Participate in relevant training and continuing professional development.
- Adhere to organisational policies and professional standards.

General Responsibilities

- Promote equality, diversity, inclusion, and accessibility across all areas of work.
- Undertake any other duties appropriate to the grade and purpose of the role.

Person Specification

Essential Qualifications

- A qualification that meets the current DfE Non-Medical Help (NMH) Matrix requirements for Communication Support Workers.
- Relevant communication qualifications appropriate to the support being delivered (e.g. BSL, Communication Support, Lipspeaking or Notetaking qualifications).
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Essential Knowledge and Experience

- Experience supporting deaf and/or disabled individuals in an educational, workplace, or support environment.
- Understanding of the barriers faced by disabled students in Higher Education.

Skills and Attributes

- Excellent communication and interpersonal skills.

- Ability to adapt communication methods to meet individual needs.
- Ability to work independently and as part of a multidisciplinary team.
- Good organisational and time-management skills.
- Commitment to promoting student independence and inclusion.

Desirable

- Experience providing support within Higher Education or DSA-funded services.
- Registration with a relevant professional body (e.g. NRCPD).
- Additional qualifications in specialist support areas such as BSL, notetaking, lipspeaking, or assistive technology.
- Evidence of ongoing Continuing Professional Development (CPD).

If you are interested, please contact us at AmanoRecruitment@amanotech.com with your CV for a discussion about the role.