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| **Job Description** | **Adviser**  Welfare Rights and Advice team |
| **Reporting to:** | **Advice Manager** |

**Full Time**

**Maternity Cover – Fixed Term Contract until the return of the current post holder**

**£22,342.72 per annum**

**Purpose of the role:**

* To provide a professional, friendly and inclusive advice service to people contacting the Welfare Rights and Advice team, ensuring they receive the information, advice and support they need in a timely manner and to the highest standard.
* To ensure that advice work is properly conducted and recorded according to team and organisational procedures.
* To provide support to other team members and to positively and actively engage with changes and developments in the service.

**Principal tasks**

**Service Delivery:**

* Responding to Advice enquiries received in the team; resolving these at the point of enquiry where possible.
* Giving complex advice and support where needed, with an outcomes-focussed approach.
* Ensure accurate recording of advice work on team data collection system.
* Actively sign-post to other sources of support.
* Supporting the team to coordinate and resource its outreach services and activities.
* Provide Specialist Advice & representation to clients in benefit appeals proceedings.
* Maintain relationships with external partners and stakeholders and promote the information and advice services where required.

**Team support:**

* Providing operational and case management support to other team members, including volunteers.
* Taking a pro-active role in the development of team skills, capacity and service offer.
* Contribute to induction and training of new staff and volunteers as appropriate.
* Positively engage in team meetings, training and other team activities.
* Actively promote and contribute to a team culture which is honest, supportive, reflective, positive and open to change

**Culture and Organisation:**

* Work closely with colleagues within the team and across the organisation to ensure that our services and activities are fully integrated, and that our information resources remain up-to-date and relevant
* Actively develop and maintain positive working relationships with colleagues in the wider organisation, and promote a shared sense of responsibility and purpose
* Contribute to Equal Lives’ strategic direction and development of policies and procedures, and engage with this as required
* Ensure that all activities undertaken promote the equality, dignity and human rights of disabled people as defined through the social model of disability

**General Tasks:**

* Work within Equal Lives’ policies and procedures
* Work to ensure that Equal Lives’ services are of the highest possible standards
* Undertake role in a way that is empowering to service users and is guided by independent living philosophy and the social model of disability
* Provide cover for colleagues and undertake other appropriate duties as required

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| **Person Specification: Adviser** | |
| **Key characteristics:** | **3 – High importance**  **2 – Med’ importance**  **1 – Low importance** |
| Knowledge in a relevant field such as welfare rights and benefits, disability, mental health, social care and experience of using this in an advice setting | 3 |
| Experience of advice work | 3 |
| The ability to provide excellent customer service | 3 |
| The ability to work in a fast-paced office environment, with a ‘can do’ approach to undertaking tasks and activities as required | 3 |
| Proven ability to communicate effectively, both verbally and in writing, with a wide range of people | 3 |
| Ability to carry a high workload and to be self-supporting and work with minimal supervision |  |
| Excellent interpersonal skills, including sensitive listening and questioning skills to understand the needs of clients. | 3 |
| Ability to use initiative, be self-motivated and take responsibility for the completion of required tasks for self and others | 3 |
| Significant experience of working with IT including Outlook, Word & Excel | 3 |
| Experience of working in an accredited advice service | 2 |
| Commitment to equality of opportunity and empowerment of disabled people | 2 |
| A detailed understanding of the barriers faced by disabled people, the Equality Act 2010 and Social Model of Disability | 2 |
| Experience of supervising staff | 2 |
| Personal experience of disability | 1 |