

Dial

West Cheshire

Disability Rights Adviser (Part-time)

Information and further details for candidates



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Registered Charity No: 1156120
Company Limited by Guarantee No: 8831095
Registered in England & Wales

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Vision, Mission, Values and Equality & Diversity Policy Statement

Vision

Dial West Cheshire's vision is a society where disabled people and older people can participate equally as full citizens.

Mission

Our aim is to empower disabled people and older people to live sustained, independent lives. Our objectives are to:

- Reduce poverty and improve economic status
- Reduce social isolation
- Improve health and well being
- Raise awareness of needs and aspirations
- Provide opportunities for volunteering, training and employment

Values

Dial West Cheshire:

- Promotes and seeks implementation of the **Social Model of Disability**, through our own work and by working with partners, in recognition that people with impairments are disabled by attitudinal, environmental and institutional barriers in society.
- Recognises and supports the **Equality, Diversity and Rights** of disabled people.
- Believes in an **Inclusive Society** in which all disabled people have the support necessary to participate fully.
- Aims to be **Trusted** by those we help and work with.
- **Cares** about our people and our customers.
- Aims to be a **Beacon of Best Practice** throughout our work.
- Is **Committed to Achieving Quality** in the delivery of our work.

Equal & Diversity Policy Statement

It is the policy of Dial West Cheshire (DWC) to comply with the terms of the Equality Act 2010 and any subsequent legislation.

Our statement of general policy is:

Dial West Cheshire is committed to the principle of equal opportunities. We believe that everyone has a right to equal treatment regardless of:

Age, Disability, Gender, HIV / AIDS status, Marital status, Political belief, Race, Colour, Nationality Religion, Sexuality, Gender reassignment, Pregnancy and maternity

Code of Practice

Dial West Cheshire will challenge any discrimination / oppressive behaviour from and towards staff, volunteers, clients or agencies it works with (in line with our Code of Conduct).

Dial West Cheshire will work in a way that recognises peoples' individual needs and differences.

Dial West Cheshire's Board will regularly evaluate its Equality and Diversity Policy and seek feedback from those it works with.

Dial West Cheshire will apply this policy to ensure that its recruitment process does not discriminate against prospective applicants. Equal Opportunities monitoring forms will be sent to all applicants and the returns evaluated by the Board via the Human Resources Sub Committee.

The History of Dial West Cheshire

Dial West Cheshire dates back to when the 'Chester & District Committee for the Disabled' was founded in 1981 to celebrate the International Year of the Disabled. The charity Dial House Chester was registered in 1986 when the Dial House building was opened, principally to provide a central city centre location for disabled people and their carers to be able to access information and advice about issues that may affect them as a disabled person as well as to obtain rest and refreshment. The organisation became Dial West Cheshire in July 2014 following the charity's incorporation as a company limited by guarantee. It is run by a Board of Directors who are also the Trustees.

Why are we here?

Our overriding aim is to promote civil liberties in its widest sense for disabled people. We wish to promote independence, not dependency, and we aim to directly improve quality of life for disabled people by ensuring we provide them with accurate and relevant information and other services to ensure they can empower themselves.

Dial West Cheshire offers unique and user-led services to disabled people, older people, carers, voluntary and statutory bodies and currently covers West Cheshire and the surrounding areas. The ethos of our service is to take a proactive role to ensure the empowerment of disabled people and this often involves challenging and influencing the attitudes and behaviours of other people and organisations.

Funding Background

The Charity is funded by a variety of different sources including via contracts and grants, with the main funders being Cheshire West & Chester Council as well as charitable trusts, foundations, local industry and people in the community. The organisation is also striving to develop as a social enterprise and generate more of its own revenue, for example through chargeable services and retail sales.

What services do we provide?

Disability Rights Advice and Information

Dial West Cheshire provides a free legal advice and information service from the Dial House Disability Rights Centre in Hamilton Place, Chester. An integrated approach is taken to provide specialist advice work covering welfare benefits and wider disability rights. We provide support for disabled people to claim welfare entitlements and to seek their rights under the Equality Act 2010 (previously the Disability Discrimination Act) if they feel they have been discriminated against. This discrimination could be either when applying for employment, gaining access to goods and services, or in matters relating to property, education or transport. With regard to the employment of disabled people and promoting good practice, it is equally important to provide employers with information and advice.

Form-filling and casework is undertaken on disability rights and social welfare matters from claims through to support with appeals where necessary.

Dial West Cheshire also provides an extensive generalist information service answering enquiries relating to equipment, access, transport, employment, education, sports and leisure, and health. We operate an appointment service for detailed enquiries and completion of complex welfare benefit claim forms as well as providing a Duty Adviser (on a daily drop in basis) for other enquiries.

Community Café

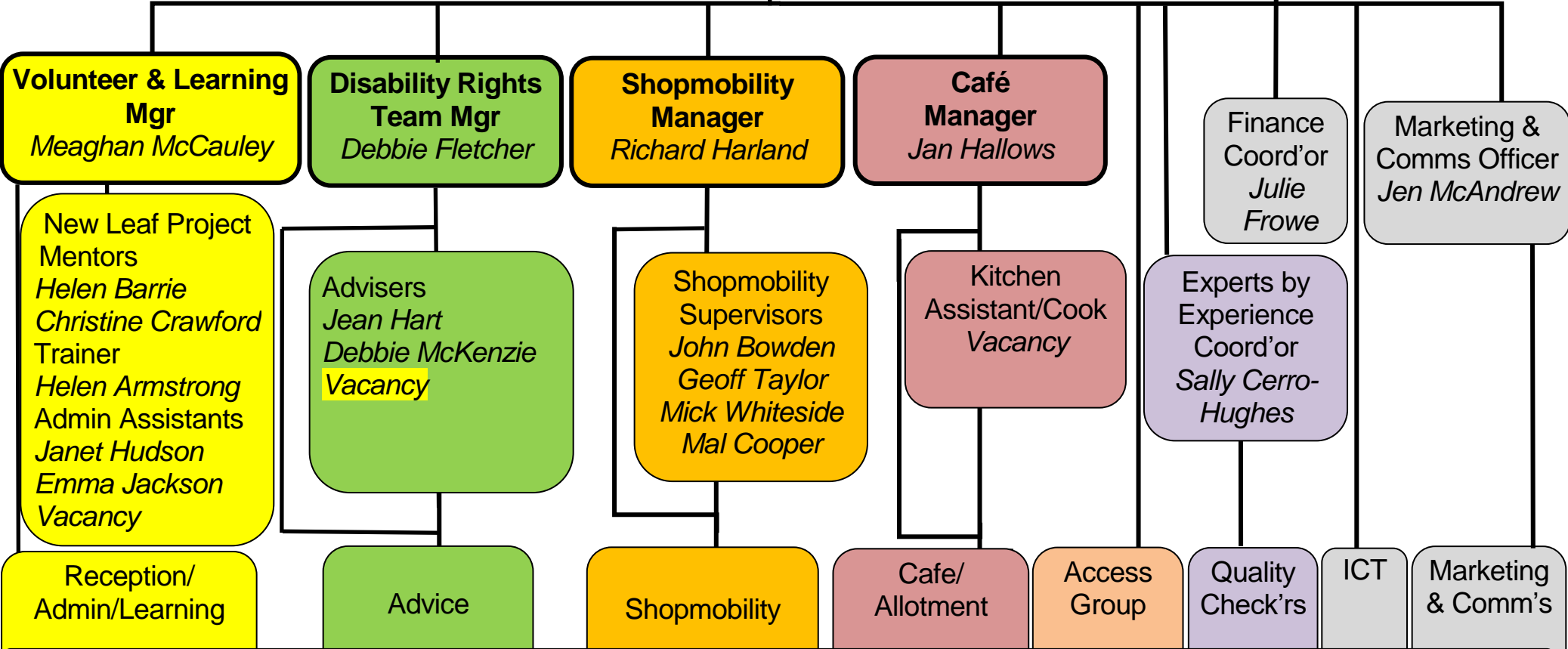
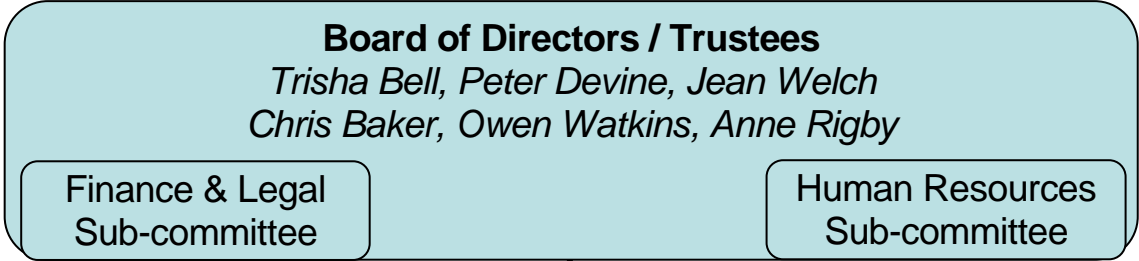
The Dial House Community Café offers home cooked food at competitive prices in our welcoming and accessible building. The café also plays an important part in making clients feel welcome at the centre and provides a friendly environment for clients waiting to be seen by an Adviser. People with learning disabilities are among the volunteers involved in running the Community Café, which is managed by our Cafe Manager.

Shopmobility

Dial West Cheshire's Shopmobility services provide daily hire of mobility scooters and wheelchairs to enable access to town/city centre shops and facilities. Mobility equipment and independent living aids are also available for sale or longer term loan. Our Shopmobility services are located in Chester, Ellesmere Port, Northwich and Winsford.

Volunteering

Dial West Cheshire's services are primarily delivered by Volunteers supported by a smaller number of paid staff. Dial West Cheshire develops people *from* the community to help others *within* the community and offers volunteer placements, support and training. The number of paid staff varies depending upon the funding streams or partnership arrangements which are available to develop and deliver our services. The overall management of the organisation is provided by a Board of Directors, the majority of which have a disability or experience of disability.



Main Terms and Conditions

The Post

The Job Description and Person Specification are attached.

CONTRACT

This post is permanent (although subject to available funding).

Hours of Work

15 hrs per week.

Salary

The salary for the post is shown within the job description. Any review of salary levels is at the discretion of the Board.

Salary is paid on the 15th of the month, unless that falls at a weekend or Bank Holiday, in which case it will be paid on the first banking day thereafter. Payment will be directly into a bank or building society account.

Annual Leave

Annual leave entitlement for full-time posts is 25 days per annum rising to 30 after 5 years' continuous service with Dial West Cheshire. Additionally, 8 Bank Holidays are currently granted each year. Pro rata entitlements are applicable for staff working less than full time hours.

Notice to Terminate

This appointment is subject to 1 months' notice by either side or the statutory minimum whichever is the greater.

Pension Arrangements

Dial West Cheshire operates a pension scheme following the introduction of pension auto-enrolment in 2017.

No Smoking

Dial West Cheshire is a no smoking environment in line with current legislation.

Asylum and Immigration Act

External successful applicants will be asked to confirm, in advance of taking up the appointment, that they are eligible to work in the United Kingdom. In order to establish this the successful applicant will be asked to provide documentation showing their National Insurance Number or provide copies of Tax Forms P45 or P60, or if this is not possible, other evidence of their entitlement to work.

Employing People with a Criminal Record

Dial West Cheshire actively promotes equality of opportunity for all with the right mix of talent, skills and potential and welcomes applications from a wide range of candidates, including those with criminal records. However because of the vulnerability of some of the people with whom we work we conduct checks when necessary and this post is subject to a criminal record check from the Disclosure & Barring Service (DBS). People with a criminal record may be unsure about sharing information when seeking employment or volunteer placement. The information will remain confidential and will only be used to assess the applicant's suitability.

Method of Application

Please complete the Person Specification template (available from the vacancies page of our website) giving **examples of if and how you meet each item within the person specification** and send it together with your full CV.

CVs and Person Specification template should be returned by email to k.roper@dialwestcheshire.org.uk or alternatively by post, marked "**private and confidential**", to Keith Roper, Chief Officer, Dial West Cheshire, Dial House, Hamilton Place, Chester, CH1 2BH.

We will short list by checking evidence of the suitability of candidates against firstly, the essential, and secondly, the desirable, criteria in the person specification. As we are a 'Disability Confident Employer,' we are committed to interviewing all candidates who indicate that they have a disability who meet all the essential criteria for the post. Please advise us of any additional support needs.

The closing date for receipt of applications is **12.00 (noon) on Friday 6 September 2019.**

Interviews will take place during week commencing 16 September 2019.

Please note that we will **not** be writing to applicants who have not been shortlisted for interview. If you have not heard from us by Friday 13 September you should assume that your application has been unsuccessful.

Job Description

Job Title: Disability Rights Adviser (part-time)

Salary: £26,317 (pro-rata)

Responsible to: Disability Rights Team Manager
Responsible for: Mentoring and developing Volunteer Advisers

JOB PURPOSE

To provide professional advice, representation and training in order to improve social and economic standards for disabled people – with a focus on:

- Social Welfare Advice plus specialist support for welfare benefit appeals.

PRINCIPAL RESPONSIBILITIES

- 1 Advise and counsel clients on their rights, particularly in relation to social welfare entitlements (eg Welfare Benefits) to ensure they are able to make informed decisions.
- 2 Review claims and where appropriate prepare submissions for, and/or represent clients at, Social Security Tribunals and other hearings to ensure they receive correct legislative entitlements.
- 3 Research and analyse information sources (internal and external) to ensure clients receive accurate and relevant information according to their rights, needs and aspirations.
- 4 Implement quality assurance measures to ensure that information provided to clients is timely and in accordance with agreed standards.
- 5 Liaise with external organisations, including statutory agencies and other service providers, to improve the take up of rights and entitlements available to disabled people.
- 6 Liaise with individuals, carers and other bodies to ensure that casework is carried out within specified time limits.
- 7 Advocate on behalf of clients and arbitrate with statutory agencies, other organisations and employers to ensure a favourable outcome to the satisfaction of clients.
- 8 Advise clients in relation to equality legislation to ensure that they are able to secure their rights in relation to disability discrimination.
- 9 Identify and report on enquiries or points of law which have social policy implications with a view to influencing local and national policy or precedents.
- 10 Maintain accurate case records of client enquiries in accordance with policies and procedures.
- 11 Support and train Volunteer Advisers in order to ensure an effective advice and information service to clients.
- 12 Undertake other work requested by managers or the Board up to a level commensurate with

the responsibilities of the post.

PERSONAL RESPONSIBILITIES

- To provide leadership and to act flexibly, according to the needs of the service.
- To maintain independence and confidentiality in all aspects of the work.

Person Specification

Essential Criteria	How Assessed	Desirable Criteria	How Assessed
4 GCSE qualifications, or equivalent, at grade C or above	A, C		
Experience of advice work in welfare benefits and related entitlements including significant experience of welfare benefit appeals casework	A, I	Experience of advice work relevant to people with disabilities or long term health conditions and their families/carers	A, I
Experience of providing advice and information in accordance with a quality assurance framework	A, I	Experience of working with individuals or groups who are not employed	A, I
Experience of using advice / information reference sources and guides	A, I		
Experience of devising and delivering training / development resources	A, I		
Excellent communication skills, both oral and written as well as ICT related	A, I,	Ability to give presentations to a variety of audiences	A, I,
Comprehensive knowledge of Social Security and related law and the ability to interpret complex legislation and regulations	A, I,		A, I
Thorough understanding of current 'welfare reforms'	A, I	Ability to work with minimal supervision	A, I
Well organised and able to manage a heavy caseload	A, I		
Aligned to Dial West Cheshire's values and committed to the social model of disability	A, I		
Access to a car and the ability to undertake outreach work as well as travel to meetings or events	A, I		
Willingness to work flexibly to meet the needs of the organisation	A, I		
KEY to symbols used in 'How Assessed' column: A = application form, I = interview, C = Certificates, T = Test			