

Dial

West Cheshire

Improving the lives of disabled people

Disability Rights Adviser

Job vacancy 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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About Dial West Cheshire

Dial West Cheshire is an award-winning local charity with a history dating back to 1986. We provide a range of services aimed at enabling disabled people and older people to live sustained, independent lives.

Our Disability Rights Centre and Café are based at Dial House in Hamilton Place, Chester and we run Shopmobility Services (daily hire of mobility scooters and wheelchairs to enable disabled people to access shops and other facilities) from town centre locations in Ellesmere Port, Chester, Northwich and Winsford.

As well as providing services which improve the lives of disabled people, we actively encourage people with disabilities and long term health conditions to work or volunteer with us. Our services are delivered by teams consisting of paid workers supported by volunteers.

Further information is available from our website: www.dialwestcheshire.org.uk

Vision, Mission and Values

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.

How to Apply and Closing Date

By joining our Disability Rights Team of staff and volunteers this is an exciting opportunity to champion Dial West Cheshire's values and provide advice which enables disabled people to secure their rights and entitlements.

About you: With a passion for helping people with the problems they face, you will have proven ability to provide advice in areas including welfare benefits, money/debt and housing. The successful candidate will know how to listen and be willing to provide high quality advice and excellent customer service.

To apply, download the documents available from the vacancies page of our website www.dialwestcheshire.org.uk/vacancies . You need to email a completed *Person Specification Template* together with your CV to debbie.fletcher@dialwestcheshire.org.uk . You should provide brief examples of your experience and how you meet the criteria when completing the template.

The closing date is 12 noon on Monday 18 October 2021. Interviews will take place on Friday 22 October 2021. For an informal discussion about the role please contact: Debbie Fletcher, Disability Rights Team Manager, telephone: 01244 345655.

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, such as help needed to make an application, requirements at interview or reasonable adjustments which can be considered to enable you to fulfil the job role.

Please note that we will **not** be writing to applicants who have not been shortlisted for interview.

Job Description

Job Title: Disability Rights Adviser

Responsible to: Disability Rights Team Manager Responsible for: Volunteers

Salary: Up to £27,041

Hours: 37 hrs / wk

Location(s): Hybrid working, to include Dial House (Chester), home working and outreach locations across Cheshire West and Chester

Job Purpose

To provide professional advice, representation and training through telephone, digital and face-to-face channels in order to improve social and economic standards for disabled people – with a focus on social welfare entitlements 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 experience of 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