



Job Description

WELFARE BENEFITS Advisor (Adults)

Salary:	£27k to £30k negotiable & dependent on experience Training can be provided in key areas of the role for those with essential experience. (see person specification)
Hours:	37.5 hours a week
Place of work:	Centre for Independent Living, Mo Mowlam House, Clem Atlee Court, SW6 7BF
Contract period:	Permanent
Accountable to:	Welfare Benefits Team Leader

The Organisation

Action on Disability (AoD), founded in 1979, is one of London's leading Deaf and Disabled People's Organisations. As we believe in the social model of disability, our values and principles embrace inclusive and accessible ways of working both internally and in all our activities, seek the participation and contribution of our members, and encourage and respect diversity.

The organisation is a medium sized charity with a Board of Trustees (at least 75% is disabled trustees), 25 staff and a strong ad hoc staff and volunteer base including many with direct experience of disability - all of whom are passionate about removing the barriers that disabled people face.

AoD provides five key services. These are: Youth, Employment, Welfare Benefits, and Independent Living.

AoD's Welfare Benefits Service

The Welfare Benefits Service provides free independent advice and assistance to all disabled residents and their carers who live in Hammersmith and Fulham borough (LBHF). The service is for all ages, including parents and carers of Disabled children.

We provide free advice and assistance, up to and including Tribunal level, on all Department for Work & Pensions (DWP) benefits, Tax Credits, and some local authority benefits.

Welfare Benefits Advisor will

- Provide high quality Welfare Benefits advice and casework and, as appropriate, representation at the 1st Tier Tribunals for disabled individuals of the London Borough of Hammersmith and Fulham.

- Write Mandatory Reconsideration requests and in a limited number of cases, write appeal submissions.
- Undertake direct welfare advice and casework.
- Maintain appropriate records of work undertaken using an appropriate electronic Welfare Benefits Recording and Information System via AoD's Sales Force platform, and through the use of Excel
- Gather information to monitor and evaluate the service.
- Assist with funding applications / tender bids by providing basic factual information to Fund Raising Manager/CEO/Managers to enable them to apply for funding and also enable them to write funding/tender applications.
- Contribute to Welfare Benefits related publicity material, social media, reports for the Board of Trustees and other stakeholders and other documents as required.
- This post requires travel to different locations, e.g. for home visits.

For all work:

- Work in a person-centred way
- Produce agreed regular monitoring and progress reports
- Comply with AoD's agreed policies and procedures.
- Participate in the wider development of the service and contribute to service improvement as required.
- Be computer literate and administratively self-supporting.
- Undertake any other reasonable duties as identified by the line manager.

Person Specification

The successful candidate will be required to undertake an enhanced DBS check.

Essential qualities

To be considered for this role, candidates must have:

- At least two years' full time (or part time equivalent) paid experience of benefit advice work.
- Experience of preparing for tribunals and representing clients.
- Experience of welfare rights casework and managing own case load.
- Demonstrable in-depth knowledge of welfare benefits including those related to disability and sickness.
- Good oral communication skills with particular emphasis on negotiation and representation skills on the telephone.
- Ability to communicate effectively in writing with particular emphasis on negotiation and representation skills and on preparing reviews, reports and correspondence.
- Good interpersonal skills including the ability to work with a wide cross section of the public.
- Numeracy to the levels required in the tasks.
- Ability to prioritise own work and meet deadlines.
- An ordered approach to casework and an ability and willingness to follow set procedures concerning casework and securing file records, etc.
- Competence using Microsoft Office applications and researching on the internet
- Commitment to the Social Model of Disability and to promote choice, independence, rights and inclusion
- Understanding of and commitment to the aims of the organisation
- Ability to deal with conflict and offer positive ways forward in difficult situations
- Excellent practical understanding of the need for confidentiality

- An understanding of issues related to disability and disadvantage
- An understanding of equal opportunities and anti-discriminatory practice
- A flexible approach to work and an ability to travel locally.

Desirable qualities

- Experience of working with disabled people from a variety of communities and backgrounds

Ongoing consideration of applications up to; 10am Wednesday 23rd October 2024

Interviews; on receipt of shortlisted applications and up to Thursday 31st Oct 2024

Date: Oct 2024