

Job Description:

Position: Disabled People's Benefits Advisor

Fixed term: ASAP - Until 31st March 24 (currently fixed term due to funding but we are seeking continuation funding).

Salary: £25,621 PA

Hours: Full time, 37.5 hours PW, Mon- Friday between the hours of 8am and 6pm.

Job purpose:

To support the additional demand of Disabled people seeking health related benefits. The post holder will focus on supporting Disabled people with their Personal Independence Payment (PIP) applications. This includes helping people gather all the correct information they need to complete forms, checking over forms for citizens, advising on deadlines, assessments, and challenges to decisions. The post holder will work in a non-judgemental, holistic way and follow the social model of disability.

Key tasks and responsibilities:

- To book in appointments with Disabled people to complete PIP applications and prioritise appointments based on the individual's deadlines.
- To work alongside the Navigator and Advice team to distribute the workload in an effective manner.
- To respond to emails, referral forms and phone calls promptly and effectively.

- To ensure the Disabled person's access requirements are met, meet with people in a location that suits them or support them to attend an appointment with us.
- Occasional home visits will be required as well as meetings with people within the community.
- To use Language Line for people who have interpreting needs.
- To undertake suitable training as and when required.
- To be alert for any safeguarding concerns and raise them in line with company policy.

General WECIL responsibilities:

- Uphold WECIL's Equal Opportunities Policies and ensure effective implementation in all relevant aspects of service delivery and staffing.
- Act at all times within WECIL's Rules, Policies, Procedures, Standing Orders and Financial Regulations and any other statutory requirements
- Observe WECIL's Code of Conduct at all times and advise any suspected breaches to the Line Manager.
- To work to the WECIL Charter and support other staff members to do so.
- To undertake training as required.
- To attend staff and team meetings as required.
- Observe health and safety procedures in the workplace to ensure personal safety and to safeguard the interests and safety of colleagues, service users and visitors.

Person Specification:

Essential criteria:

- To have knowledge of applying for health-related benefits. This could be a personal experience or through voluntary or paid work with a willingness to engage in intensive training upon starting.
- Excellent attention to detail.
- Excellent administrative skills and ability to keep accurate records.
- A team player who can support those around them to prioritise a busy workload.
- Ability to adapt communication style based on the audience.
- To be able to show empathy, understanding and be non-judgemental during all interactions.
- To be willing to meet Disabled people in community spaces and from time to time, home visits.
- To communicate with the wider advice network, welcoming spaces initiative and other community organisations to meet additional demand during the cost-of-living crisis.

Desirable requirements for the role:

- Lived experience of navigating the benefits system.
- Knowledge and understanding of the Social Model of Disability.
- Ability to travel around Bristol.