

Job Title:	DIAL Adviser for Village Works (Specialist Disability Support)
Project / Service:	Village Works Project. This job role is funded through the European Social Fund. It will be based within DIAL (Disability Information & Advice Line)
Responsible To:	Advice Services Manager
Terms of Contract	26 hours per week. The post is funded until December 2021. Salary: £14,757 per annum (£21,000 full time equivalent).
Based:	disAbility Cornwall & Isles of Scilly, Guildford Road Industrial Estate, Hayle, Cornwall, TR27 4QZ. You will be required to travel to other locations in Cornwall to meet with clients face-to-face.

Main Purpose of Job

To provide specialist person-centred information, advice and support to ensure disabled people access their rights and opportunities to a sufficient household income, the services and support they need to live independently and well, and to become full and active members of their communities.

You will be working as part of a small, dedicated and supportive team within our DIAL service, overseen by the Advice Services Manager, and focused on delivering the best possible outcomes for our clients through Village Works. DIAL is a service delivered by Disability Cornwall & Isles of Scilly; a user-led, disabled people's organisation, which holds the Advice Quality Standard and Investor in People Gold.

Duties and Responsibilities

- Take referrals from The Village Works Project to provide targeted focused support to clients with a range of health conditions and impairments, including mental health
- Provide information, advice and support with welfare entitlements, including in-work benefits, over the telephone, via email and face-to-face at outreach locations across Cornwall
- Use a 'Life Ladder Tool' to assess and record participant progress
- Provide signposting and referrals as needed, both in-house and to approved external providers and monitor the quality of this provision to ensure it achieves positive outcomes for clients
- Support with the research, development and maintenance of a range of user-friendly, information resources, which can be tailored to individual need and accessed online or in print for clients and staff
- To maintain and update awareness of the relevant legislation, regulations and provision of welfare entitlements and undergo training as required
- Maintain accurate and detailed records on the client case management system, CharityLog
- Maintain a system for follow-up with all clients to ensure their needs have been met, identify what outcomes have been achieved and if any further action is needed
- Attend necessary training.

These duties and responsibilities should not be regarded as either exclusive or exhaustive, as the post holder may be required to undertake other responsibilities and determined duties commensurate with the grading of the post, without changing the character of the post.

Person Specification

- Minimum 3 (recent) years' experience of working in an information and advice role or rights-based environment
- Able to demonstrate in-depth knowledge of welfare entitlements, particularly those relating to disabled people and carers
- Excellent communication and interpersonal skills
- Good level of ICT skills/abilities, preferably with experience of using a case-recording management system
- An understanding of and commitment to equal opportunities and the social model of disability
- Good literacy and numeracy skills
- Excellent organisational and time-management skills
- Ability to fit in well as part of a coordinated team
- Ability to work on own initiative and manage your own workload

Application Process

Please email a CV and covering letter, outlining why you believe you are suitable for this role, to info@disabilitycornwall.org.uk. Alternatively these can be posted to:

Katie Pratt
Disability Cornwall & Isles of Scilly
Units 1G/H Guildford Road Industrial Estate
Hayle
TR27 4QZ

The closing date for applications is Monday 24 June at 12pm (noon).

If you would like to speak to someone about this opportunity please call 01736 751500 and ask to speak to Katie Pratt or Theresa Court.