



# Disability Action in Islington

## Advice Worker Job Description

Disability Action in Islington (DAII) is a Deaf and Disabled person-led organisation. Our vision and purpose is to enable local disabled people to access services and entitlements, and challenge exclusion and discrimination.

**Job title:** Advice Worker

**Location:** Disability Action in Islington, Unit 3 Marquess Estate, St Pauls Road, N1 2SY

**Hours:** 35 hours per week across 5 days

**Contract:** this is a fixed term contract to 31st March 2025, with a view to extending if funding is available

**Salary:** £23000 - £27000 per year depending on experience

This role would suit someone with good communication skills who has an understanding of the barriers faced by Disabled people and an awareness of the support services available.

Please apply to [recruitment@daii.org](mailto:recruitment@daii.org) with your CV and a completed application form (available from [our website](#), or please email us to request a copy).

## Key Tasks:

- Provide an effective information and advice service for Deaf and Disabled people, working to agreed organisational standards and ensuring that all targets and outcomes are met.
- Provide person-centred support across a range of presenting issues relating to housing, welfare, benefits, debt, personal budgets, grant applications, social care and health, safeguarding, employment, advocacy, access to statutory services, energy efficiency, discrimination and social exclusion.
- Support clients to access services and entitlements, including, where appropriate, referring and signposting to other services.
- Develop and maintain relationships with external organisations and groups, working in partnership with both the voluntary and statutory sectors to deliver excellent advice services for Disabled people within Islington.
- Maintain accurate and up to date client records and statistics through DAII system including details of advice, casework, attendance, monitoring of progress against client action plan and targets.
- To be aware of and comply with DAII policies and procedures, including health and safety, safeguarding, General Data Protection Regulations (GDPR) and equal opportunities.

Unit 3 Marquess Estate, Saint Paul's Road, Islington, N1 2SY

[www.daii.org](http://www.daii.org)

Tel: 020 7354 8925 [info@daii.org](mailto:info@daii.org)

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Company Limited by Guarantee 3201755

- To ensure your own continuing professional development by attending relevant meetings, conferences and seminars, undergoing training and any other appropriate means.
- To work effectively as part of the team and be flexible and responsive to changing funder needs and DAll requirements.
- To undertake any other duties as and when required in line with the needs of the organisation.

## **Person Specification**

### Essential:

- Excellent communication and teamwork skills
- Awareness and understanding of equal opportunities and the issues affecting disabled people and/or their families/carers, as well as the support services available
- A good understanding of safeguarding procedures for vulnerable adults
- Excellent time management and organisation skills, with the ability to work flexibly under pressure

### Desirable:

- Experience working in an advice/support/legal setting, ideally with disabled people or other socially excluded groups
- An awareness of housing, welfare benefits, personal budgets, education, health and social care legislation and its impact on the rights and entitlements of disabled people, as well as the support services available to them
- Experience of caseload management

The post holder will come into contact with vulnerable adults and will therefore be subject to a disclosure check at an enhanced level prior to confirmation of employment.

This is a description of the job as it is at present. It does not form part of the contract of employment. Job descriptions are regularly reviewed and altered when necessary in conjunction with the post holder.