



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.

Please apply with your CV and a completed application form to recruitment@daii.org.

This is a full-time fixed-term contract to the end of March 2025. If funding is available the role may be extended.

Salary: £25000 - £27000 depending on experience

Job Outline:

Work as part of a team providing effective person-centred advice and support to Disabled Islington residents.

Key Tasks:

- Provide a person-centred support across a range of presenting issues relating to housing, welfare, benefits, debt, personal budgets, grant applications, social care and health, safeguarding, education and employment, advocacy, access to statutory services, energy efficiency, discrimination and social exclusion.
- Work collaboratively with service users and other support services and organisations to develop an achievable casework plan that meets users' needs and goals, working to agreed organisational standards.
- Maintain accurate and up to date client records and statistics through DAII's client/case management system, supporting the provision of service reports and performance information.
- Provide feedback, information and reporting to the Service Manager, instigating improvements to existing services and the development of new additional services or projects where appropriate.

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

www.daii.org

Tel: 020 7354 8925 info@daii.org

Registered Charity Number 1055692

Company Limited by Guarantee 3201755

- Comply with DAII policies and procedures, including (but not limited to) health and safety, safeguarding, General Data Protection Regulations (GDPR) and equal opportunities.
- Ensure your own continuing professional development by attending relevant meetings, conferences and seminars, undergoing training and any other appropriate means.
- To undertake any other duties as and when required in line with the needs of the organisation.

Previous experience of advice work is not essential as training will be provided.

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.

Person specification

Essential:

1. A clear understanding of the issues affecting Disabled people and their families/carers
2. Excellent written and verbal communication skills, including the ability to explain complex and/or technical information clearly
3. An understanding of the welfare benefits system
4. Excellent time management skills with the ability to work flexibly, prioritise workload and effectively multi-task
5. Awareness and understanding of equal opportunities
6. Empathy and patience

Desirable:

7. At least 12 months' experience working in an advice, support/ or legal setting with Disabled people or other socially excluded groups
8. Proven track record of advocating on behalf of excluded groups, supporting them to achieve positive outcomes in relation to housing, welfare, debt, personal budgets, health, employment, access to statutory services
9. Understanding of the Social Model of Disability

10. Knowledge of statutory and other local support services available to DAII's service users and the routes into these

11. Experience of using a client/case management system e.g. Advice Pro