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**Job Title: Community Welfare Advisor**

**Team**: Disability North Service Team
**Responsible to**: Service Team Manager
**Working Hours**: 21 hours per week (Monday to Friday, some flexibility may be required)
**Salary**: £23,836.18 (pro rata) Actual salary: £14,301.70

**Location**: The Dene Centre, Gosforth.

**About Disability North**

At Disability North we are dedicated to supporting disabled people and older people to live fulfilling lives, maintaining their independence and control over their own care. We believe in equity, diversity, and inclusion, where everyone can bring their uniqueness to the table. Our work is driven by passion, determination, and excellence, and we work collaboratively with empathy and integrity to meet the needs of our community.

**Purpose of the Role**

This entry-level position offers an exciting opportunity to support disabled people and their families in navigating both the health and social care system and the welfare benefits system. The Community Welfare Advisor will provide person-centred, accessible advice and support, enabling individuals to understand their rights, make informed decisions, and access the benefits and care to which they are entitled.

The role is ideal for someone passionate about social justice, with lived or professional experience in disability rights, and looking to develop within the advice and advocacy field. The post is designed with scope for development and has the potential to become full-time.

**Key Responsibilities**

**Advice and Support**

* Deliver person-centred advice across issues relating to health, social care, and welfare benefits.
* Assist individuals in challenging care decisions, including financial assessments and care charges under the Care Act 2014.
* Support clients with benefit applications and appeals, including tribunal representation.
* Provide information on direct payments and support clients in managing their personal care budgets.
* Promote independence, choice, and control in line with the social model of disability.
* Maintain clear and up-to-date case records and administrative systems.

**Information and Case Work**

* Offer face-to-face and telephone advice to individuals and professionals.
* Undertake follow-up casework including negotiation with statutory services and representation.
* Provide up-to-date information and signposting regarding local authority processes, social care options, and disability-related benefits.

**Collaboration and Outreach**

* Liaise with local authorities, healthcare professionals, and external agencies.
* Attend and contribute to team meetings, training, supervision, and inter-agency forums.
* Participate in delivering workshops, group presentations, and community-based outreach.
* Contribute written content for newsletters, blogs, and information resources.

**Person Specification**

**Values and Approach**

* Strong commitment to inclusion, equity, and diversity, underpinned by the to the social model of disability.
* Strong commitment to promoting social inclusion and improving the health and wellbeing of disabled people.
* Understanding and commitment to person-centred working, and the importance of independence choice and control.
* Passion for inclusion, equity and diversity. Allowing everyone’s voices and unique skills to be seen and heard.
* Empathy, patience, and understanding when working alongside people.
* To work with empathy, integrity and as part of a team. Ensuring excellence, and determination in the role.

**Essential Experience, Knowledge and Skills**

* Lived or professional experience of the social care or welfare benefits system.
* Committed to promoting the rights and independence of disabled people.
* Understanding of the Care Act 2014 and related policy.
* Ability to communicate clearly and empathetically across multiple formats.
* Excellent organisational, IT, and time management skills.
* Ability to work independently and collaboratively in a fast-paced setting.
* Ability to complete online and paper forms, transferring information given from individuals.

**Desirable**

* Experience supporting people through tribunals or appeals processes.
* Familiarity with direct payments and Disability Related Expenditure (DRE).
* Experience delivering workshops or community information sessions.
* Confidence in using databases, spreadsheets, and social media platforms.

**Additional Information**

* An enhanced DBS check is required for this role.
* Travel within the region may be required.
* Support and training will be provided to support professional development.