



## Recruitment Pack

### Advice Team Leader

June 2023

This pack contains:

- Information about Disability Advice Service Lambeth
- Disability Advice Service Lambeth organisational chart
- Information on the application and selection process
- Job Description and Person Specification





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CONNECT LAMBETH

## **Introducing Disability Advice Service Lambeth**

Disability Advice Service Lambeth (dasl) is an independent charity working with, and on behalf of, Disabled people. We are proud of our deep roots in Lambeth – we have worked in the borough for nearly 40 years, initially as part of Lambeth Accord, and over 20 years now as dasl. We are Lambeth’s Disabled People’s Organisation – a peer-led charity led by the lived experience of our trustees, staff and members.

We provide services, support our members and influence and campaign for systems change. We are here for all Deaf and Disabled people - including people with physical and sensory impairments, neurodivergent people, people with learning difficulties, people with mental health conditions and long-term health conditions.

We are controlled by Disabled people through our Board of Trustees and our growing membership. Our vision is of an inclusive society where Disabled people enjoy equal rights and opportunities, and where diversity is valued.

We work closely with other local organisations including Carers Hub Lambeth, Age UK Lambeth and Community Support Network, under the umbrella of Connect Lambeth in which dasl is a leading member.

We have a flexible work model that promotes accessible working for Disabled staff and prioritises staff wellbeing. Our fully accessible offices are at ‘We are 336’, Lambeth’s voluntary sector hub in Brixton, in the centre of this multicultural south London borough.

As an organisation we are committed to working in an anti-oppressive way – we are building a team of staff, trustees and volunteers who are keen to work together to actively counter discrimination and oppression.

We have a staff of 13 supported by a team of volunteers and peer mentors. Visit our website at [www.disabilitylambeth.org.uk](http://www.disabilitylambeth.org.uk) for more information about us.

## Our Services

### Advice

Our Advice Service provides information, general advice and advice casework up to tribunal level to Disabled adults of working age. Support is provided mainly on welfare benefits but also on accessible transport services (such as Freedom Passes, Blue Badges and Taxicards) and obtaining help from the Emergency Support Scheme and charitable grants.

We hold the Advice Quality Standard at the *General Help with Casework* level in the disability client category and the welfare benefits subject category. This was re-awarded for two years in February 2023.

We work in partnership with 4 other Disabled People's Organisations across London sharing training, peer support and technical casework advice. We have been awarded a grant for 2 years through the Propel fund which will enable us to recruit a trainee advice worker. We are also looking to expand the team and as a partnership are applying for funding for an additional caseworker.

We also host the weekly advice and support surgery for Deaf and hearing impaired people provided by the Royal Association for Deaf People at our offices as part of Connect Lambeth.

### Professional Advocacy

We hold the Advocacy Quality Performance Mark, which was re-awarded for three years in April 2022 by the National Development Team for Inclusion (NDTi). The AQPM is the nationally recognised standard for independent advocacy services against which we deliver our services.

The service is provided to Disabled and older adults and carers, with and without capacity to provide instruction (i.e. non-instructed advocacy). It is part of Connect Lambeth and supports people with a range of issues, including community care, health, housing, safeguarding, discrimination, child protection, making complaints and accessing legal representation.

dasl is a founding partner of the Lambeth Advocacy Hub, a consolidated advocacy service in the borough, which brings together partners to provide all statutory advocacy services, including Independent Mental Capacity Advocate (IMCA), the Independent Mental Health Advocate (IMHA) or the NHS Complaints advocacy services for Lambeth.

We also offer support to Parents with learning disabilities and Autistic parents. This builds on the support we have provided to Disabled parents since 2011 during Child Protection processes and enable us to support more parents and in different ways.

### **Direct Payments Support**

We have provided the independent Direct Payments Support Service on behalf of Lambeth Council since 1999. The service, now part of Connect Lambeth, offers information, advice and training, and is available for everyone using a direct payment to arrange their own care and support or that of the person they support.

### **Community Development for Disabled People**

Our Community Development Service, created in 2015 as part of Connect Lambeth, supports the voice of dasl members and other local Disabled people on key agendas in Lambeth. It both supports people to be more active and also breaks down barriers to people using their lived experience to contribute to service planning, engagement and co-production. It leads on maintaining and developing our community links, enabling Disabled people to be confident active citizens within local networks and organisations, their own communities and within dasl itself.

### **Into Sport and Social**

Since 2014, we have been encouraging Disabled people to take part in sport and social activities alongside non-disabled people. We support Disabled people to think about the activity that they would like to take part in and turn this into a reality. As well as supporting Disabled people to find out about and use leisure centres, community sports facilities and clubs.

## Connect Lambeth

Connect Lambeth was originally established as the Independent Living and Carers' Partnership (ILCP) in April 2015 and is commissioned and funded by Lambeth Council for the benefit of:

- Disabled people including adults with learning disabilities and people with physical and/or sensory impairments
- older people
- adults with long term health conditions
- carers, including young carers

Connect Lambeth's member organisations have a record of working together to deliver services to these client groups:

- Age UK Lambeth, the borough's leading voluntary organisation working with older people, leads the partnership.
- Disability Advice Service Lambeth (dasl), an independent Disabled People's Organisation working with Disabled people across all impairment groups, and with older people and carers in Lambeth.
- Carers' Hub Lambeth, a charity formed in 2019 following the closure of Help for Carers to support unpaid carers, including young carers aged 5-21.
- Community Support Network (CSN), a user-led organisation providing advocacy services to people with mental health problems.

Connect Lambeth's delivery partners include:

- Royal Association for Deaf People (RAD), who provide advice services for Deaf People in their first language, usually British Sign Language (BSL).
- POhWER, an organisation providing information, advice, support and advocacy to people who experience disability, vulnerability, distress and social exclusion.

You can find out more about Connect Lambeth, its member organisations and the services we provide by visiting the website: [www.connectlambeth.org](http://www.connectlambeth.org)

## **The Lambeth Advocacy Hub**

Launched in July 2020, the Lambeth Advocacy Hub is a single point of access for all Statutory Advocacy services for Lambeth residents aged 16 and over. Referrals are made to one single point and distributed to respective organisations.

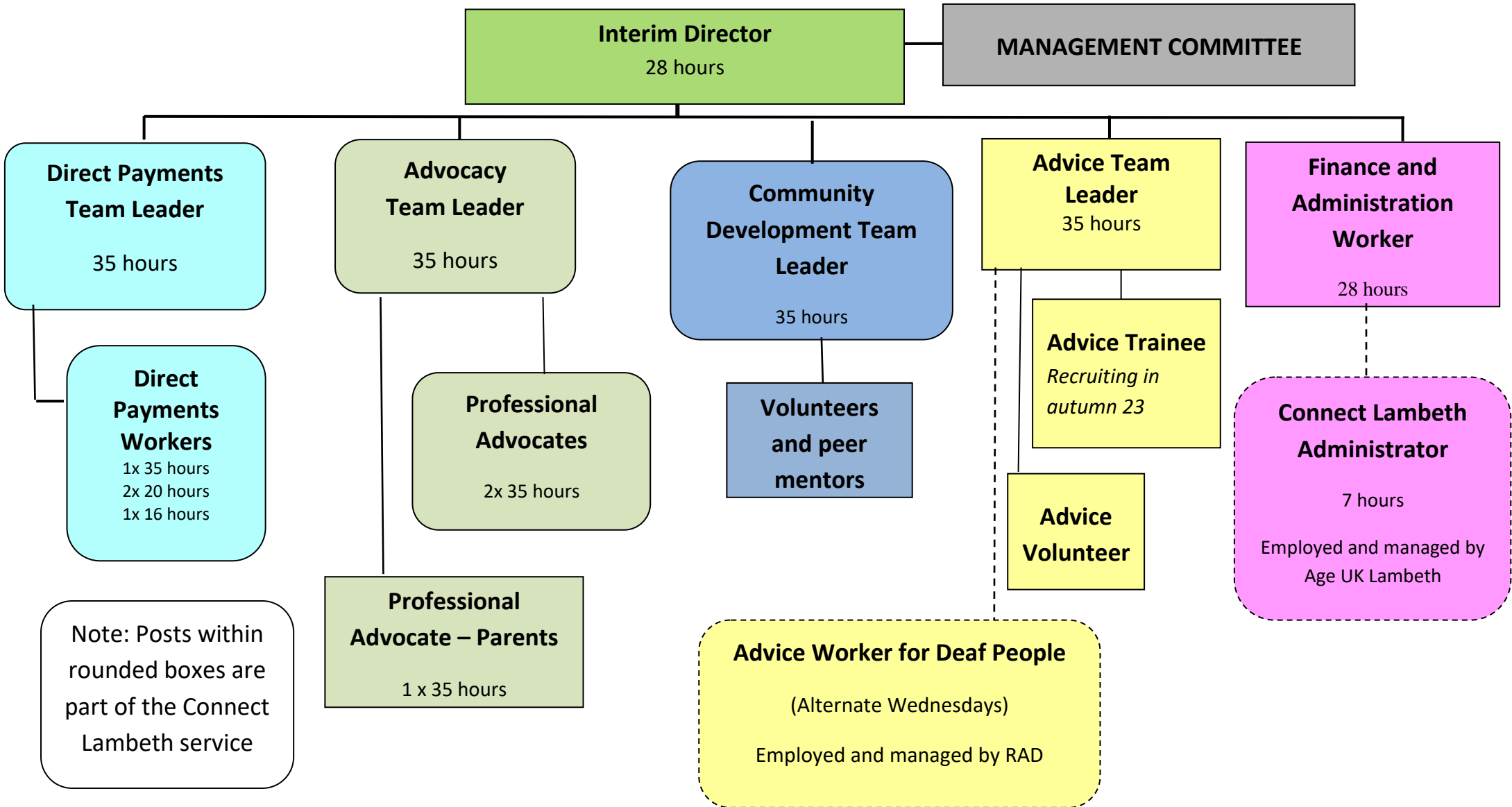
The current provision of Independent Statutory Advocacy is as follows:

- Information, Advice and Enquiry line- dasl
- NHS Complaints Information and Advice service – dasl
- Care Act Advocacy - dasl
- NHS Complaints Advocacy Support – POhWER
- IMCA, IMCA DoLS and RPPR service- POhWER
- IMHA – Community Support Network South London

The service is working towards full integration to enable eligible Lambeth residents to be supported by the same advocate where possible.

The non-statutory advocacy provision sits outside of the Lambeth Advocacy Hub but is part of the wider Connect Lambeth partnership.

# dasl Organisational Chart



## **Information on the Application and Selection Process**

### **Applications**

Please complete the job application form, setting out how you meet the criteria in the person specification. This is important – we will judge your application on these criteria. We use anonymous recruitment.

Please also complete and submit the Equal Opportunities Form. Both forms, together with further guidance on making your application, can be downloaded from the jobs page of our website: <https://disabilitylambeth.org.uk/get-involved/volunteer-or-work-us/jobs>

Please submit your completed forms by email to Gail Mitchell  
[GMitchell@disabilitylambeth.org.uk](mailto:GMitchell@disabilitylambeth.org.uk)

The deadline for the receipt of completed applications is:  
**5.00pm, Thursday, 13<sup>th</sup> July 2023**

### **Selection Process**

Shortlisted candidates will be invited for assessment and interview to be held over Zoom.

### **Interviews: week commencing 17<sup>th</sup> July 2023**

If you are shortlisted, we will contact you with details of the selection process. If you have not heard from us by Monday 17<sup>th</sup> August, please assume that you have been unsuccessful with your application.

**To find out more about this job please contact:**

**Peter Gay**

**Interim Director, dasl**

**Telephone: 020 7642 0040**

**Email: [peter.gay@disabilitylambeth.org.uk](mailto:peter.gay@disabilitylambeth.org.uk)**



Disability Advice Service Lambeth is committed to actively opposing all forms of unlawful and unfair discrimination and will provide reasonable adjustments to all stages of our recruitment and selection procedures in accordance with the Equality Act 2010.

dasl is committed to equality, diversity and human rights. As a DDPO, we welcome applications from Deaf and Disabled people especially from Black and minoritised communities and the LGBTQ+ community. Our office at “we are 336”, 336 Brixton Road, London SW9 7AA is fully accessible.

**Advice Team Leader Job Description and Person Specification**

<b>Post</b>	<b>WELFARE BENEFITS/GENERAL ADVICE SERVICE TEAM LEADER</b>
<b>Location</b>	dasl offices ('we are 336', 336 Brixton Road, SW9 7AA)  Flexible working with a mix of home working and working at our fully accessible office in Brixton.
<b>Hours</b>	35 hours per week
<b>Salary</b>	£35,452 per annum
<b>Responsible to</b>	Director
<b>Responsible for</b>	A volunteer and a trainee advice worker (recruitment in autumn 2023).
<b>Date</b>	June 2023
<b>Main purpose of job</b>	<ul style="list-style-type: none"> <li>• To be responsible for the operational management of dasl's Advice service and its team of staff and volunteers to ensure that a responsive, accessible and high quality service is provided to all people who wish to use it.</li> <li>• To ensure that the service delivered meets the requirements of the funders, meets the requirements of the AQS and other relevant policies and standards.</li> <li>• To carry a personal caseload of cases</li> <li>• To represent the service as required in meetings and other discussions with the service's funders and with other key stakeholder organisations.</li> <li>• To work with the Director on the further development of the service to respond to increased</li> </ul>

	<p>demands.</p> <ul style="list-style-type: none"><li>• To contribute to the work of dasl's Senior Management Team.</li></ul>
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## **SPECIFIC DUTIES**

### **1. Service provision**

- 1.1 To ensure that the service is available by phone and email and through face-to-face appointments at our offices, through home visits and at other venues as appropriate.
- 1.2 To develop collaborative relationships on behalf of the service with key stakeholder organisations.
- 1.3 To work with partner organisations to ensure that the service has clear pathways and internal referral systems to enable clients to access the appropriate services.
- 1.4 To ensure that enquiries and referrals are responded to promptly and effectively and to manage systems for allocation of cases and for monitoring of caseload capacity.
- 1.5 To provide support for, and supervision of, the advice team's casework.
- 1.6 To take on a personal caseload of cases.

### **2 Service Quality**

- 2.1 To ensure that the service is provided effectively in line with the advice manual and requirements under the AQS.
- 2.2 With the Director, to develop and implement effective ways of evaluating the impact of the service and the outcomes achieved, ensuring that the views of the diverse range of service users are captured.
- 2.3 To ensure that all staff and volunteers are fully trained and supported to use a contact management system so that case management is effective and accurate monitoring information can be collected, analysed and made available to the dasl board and funding bodies.

- 2.4 To carry out regular file reviews, using agreed systems, with all members of the Advice team to ensure that the casework support provided meets the required standards.
- 2.5 To ensure that complaints are dealt with in accordance with dasl's own procedures.

### **3 Staff and volunteer management**

- 3.1 To be responsible for staff recruitment and induction.
- 3.2 To be responsible for arranging and carrying out regular team meetings, individual supervision sessions and annual staff appraisals, ensuring all staff have agreed work objectives and targets.
- 3.3 To ensure that staff members are aware of, and adhere to, dasl's policies and procedures.
- 3.4 To assess and respond to the training and development needs of staff, ensuring that staff knowledge and skills are developed to the full through supervision and training and development opportunities.
- 3.5 To ensure that all team members' knowledge of relevant areas of the law is current and that they have available updated reference resources as necessary.
- 3.6 In consultation with the Director, to be responsible for dealing with staff performance issues and any disciplinary or grievance measures arising.

### **4 Service development**

- 4.1 As a member of the Senior Management Team, to advise and support the Director, drive forward the Strategic Plan and develop the quality and impact of dasl's services.
- 4.2 To monitor developments in the law related to welfare benefits, debt, housing, community care and other relevant areas to ensure that the service is able to respond to changing needs and demands.
- 4.3 To work with the Director around any campaigning needs, using the evidence from casework.

4.4 With the Director, to represent the service in monitoring and service development meetings and in discussions with funding bodies and other external partners.

4.5 With the Director, to research funding opportunities and make applications to sustain the existing service and develop new areas of work.

## 5. General Duties

The postholder will be required to:

5.1 Undertake any other duties consistent with the responsibilities of the post as may reasonably be requested by the Director.

5.2 Attend personal supervision meetings and appraisals.

5.3 Undertake training and continuing professional development, as agreed with the Director.

5.4 Achieve agreed targets.

5.5 Work within dasl's Equal Opportunities, Health & Safety, Information Governance, Safeguarding and other key policies and comply with all relevant legislation.

The post holder will be required to apply for a Disclosure and Barring Service check at the Enhanced Level.

## PERSON SPECIFICATION

Attitude and Values	Essential	Desirable
1. Commitment to working to further the rights, independence, wellbeing and dignity of Disabled people.	✓	
2. Understanding of, and commitment to, the Social Model of Disability.	✓	
3. Belief in the equal value of people, regardless of disability, age, sex, race, religion or belief, sexual orientation or gender identity.	✓	

4. Understanding of intersecting discriminations and a commitment to actively challenging and removing the barriers that these create	✓	
<b>Qualifications, experience and knowledge</b>	<b>Essential</b>	<b>Desirable</b>
5. Excellent knowledge of welfare benefits law and how to support people to achieve their legal rights and entitlements.	✓	
6. Lived experience of impairment as a Disabled person		✓
7. Experience of managing a project or service and/or staff working with the public, preferably in a public or voluntary sector setting.	✓	
8. Experience of working within a diverse multiracial community.	✓	
9. Substantial experience of working with Disabled people	✓	
10. Experience of providing information and/or advice to people, preferably in a public or voluntary sector setting.	✓	
11. Experience of providing a high quality advice service.	✓	
12. Experience of supporting clients to Upper Tier Tribunal Appeals.		✓
13. Experience of management/supervision of volunteers.		✓
14. A good understanding of the roles and responsibilities of social care and health services and voluntary sector organisations in providing community care services.	✓	
15. Basic knowledge of relevant legislation as it applies to advice subjects other than welfare benefits, such as housing, debt and community care.	✓	
<b>Skills and abilities</b>	<b>Essential</b>	<b>Desirable</b>
16. Able to understand and engage with strategic issues affecting the provision of dasl's service and to represent dasl in meetings and discussions with funding bodies.	✓	

17. Able to lead and motivate a team of staff & volunteers, working to targets and objectives, supporting them to manage workloads, resolving problems and making decisions	✓	
18. Able to carry out research, prepare, and disseminate information in the form of reports, briefings and publicity materials.	✓	
19. Able to plan, deliver and evaluate training to staff and volunteers and other audiences	✓	
20. Able to provide effective and personalised support and casework to a diverse range of clients and, where necessary, to liaise diplomatically and effectively on their behalf with social workers and other health and social care professionals.	✓	
21. Excellent written and oral communication skills including a clear and friendly telephone manner and an ability to explain complex information to a diverse range of people in a way that is easy to understand.	✓	
22. Able to work sensitively with people under stress and respect their privacy and confidentiality.	✓	
23. Able to work independently, manage own workload on a day-to-day basis and make efficient use of time and resources.	✓	
24. Numeracy skills sufficient to be able to analyse and interpret statistics and to prepare and present monitoring information	✓	
25. Good computer skills, proficient in using MS Office applications, databases, internet and email.	✓	
26. Able to use desktop publishing applications to prepare documents such as leaflets.	✓	
27. Able to work flexibly including very occasional evening and weekends as required.	✓	