

Equal Lives is a user-led Disability Rights organisation working across Norfolk and Suffolk.

Our Suffolk Independent Living service, based in Ipswich, provides specialist support to people who use a Direct Payment, personal budget or similar funding to arrange and manage their own care and support. This often includes employing their own Personal Assistant or support worker, helping people to have greater choice, control and independence in their day-to-day lives.

Job Description	Independent Living Adviser
Reporting to:	Advice Team Manager
Salary:	£24,500.00 rising to £26,357.15 per annum after 6 month probation period
Contract Type	Permanent, Full time
Hours	08:30 – 16:30
Location	Office based during probation with possibility of hybrid working after this. Office location: IP City Centre, Bath Street, Ipswich, IP2 8SD Some travel is required for visiting service users in their homes or other locations, so a full and clean driving license is required

Training on our specific services will be provided but a background knowledge of HR or employment law would be beneficial for the role

Purpose of the role:

To provide high-quality, person-centred information, advice and support to people using Equal Lives' Suffolk Independent Living service.

The role supports individuals to understand and manage their Direct Payment or personal budget, plan their support, recruit and employ Personal Assistants or support workers, and make informed decisions about their care and support arrangements. The postholder will work as

part of a team to promote independent living, choice, control and positive outcomes for disabled people and others using the service.

Principle tasks:

Provide practical information, advice and guidance to people using the service on Direct Payments, personal budgets, support planning, recruiting and employing staff, and managing their support arrangements.

Respond to enquiries in a timely, professional and person-centred way through a range of office-based contact methods, prioritising work to ensure people receive clear and appropriate support.

Support individuals to create personalised, person-centred support plans and develop the knowledge, skills and confidence to manage their Direct Payment effectively.

Guide people through key processes linked to recruitment, employment responsibilities, good employment practice and managing Personal Assistants or support workers.

Work alongside colleagues in advice, payroll and financial services to provide joined-up, customer-focused support and clear guidance to service users.

Liaise with families, support networks, health and social care professionals, practitioners, partners and voluntary and community organisations to support effective outcomes for individuals.

Visit people in their own homes and other locations across Suffolk as required, using your own transport.

Maintain accurate and up-to-date case records in line with Equal Lives' policies, procedures and data protection requirements.

Contribute to a high-quality service by sharing knowledge and best practice, supporting colleagues, contributing to staff and volunteer induction or training, and helping the service continue to develop and meet people's needs.

Use a creative and flexible approach to support, including the use of technology, local groups, community resources and networks to personalise support around individual needs.

General Tasks:

- Working within Equal Lives policies and procedures at all times.
- Working closely with colleagues to ensure that Equal Lives delivers to the highest possible standards.
- Empowering individuals and undertaking all duties guided by independent living philosophy and social model of disability.
- Taking part in supervisions, team and other meetings as required.
- Participating in open days, conferences and other events as required.
- Providing cover for colleagues and undertaking other appropriate duties as required.

Person Specification:	Independent Living Adviser
Key characteristics:	3 – High importance 2 – Medium importance 1 – Low importance
An understanding of the barriers faced by disabled people, the Equality Act 2010 and Social Model of Disability	3
Level 3 HR qualification or equivalent experience/knowledge	3
Commitment to equality of opportunity and empowerment of disabled people	3
Significant knowledge of personal budgets and Direct Payments	2
Strong and proven commitment to achieving good practice	3
Ability to organise and manage conflicting priorities within own workload	3

Excellent inter-personal skills and relationship building skills	3
Experience of taking responsibility for own work	3
Resilience and ability to reflect on own practice and identify learning needs	3
Local knowledge of the challenges our rural disabled communities experience	2
Proven ability to meet or exceed delivery targets	2
Experience of working in a customer service-oriented environment	2
Significant experience of working with IT, including specialist case management software, Office, Word and Excel	3
Personal experience of disability	2
Experience of working with individuals with differing needs	2
Full, clean, driving licence with access to own vehicle suitable for visits around Suffolk	3