

## Advice Trainee Job Description and Person Specification

<b>Post</b>	<b>ADVICE TRAINEE</b>
<b>Location</b>	Flexible working with a mix of home working and working at our fully accessible office in Brixton at 'We are 336', 336 Brixton Road, SW9 7AA
<b>Hours</b>	21 - 28 hours (3 – 4 days) per week
<b>Salary</b>	£24,480 per year full time equivalent (£14,688 - £19,584 actual wage)
<b>Responsible to</b>	Advice Team Leader
<b>Date</b>	Starting as soon as possible after interview. Trainee post ends in March 2026.
<b>Main purpose of job</b>	For a Disabled person to be trained and learn to provide Welfare Benefits advice and casework to Disabled people in Lambeth.

### ABOUT THIS ROLE

This part time role is for a person with lived experience as a Disabled person.

This is a trainee role within our Advice team, where full welfare benefits training is provided.

You will need to be flexible, especially with your working days to attend formal training that we are providing.

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

## **SPECIFIC DUTIES**

- Undertake training to understand the Welfare Benefit systems. This will be mostly within dasl as well as some external training.
- Receive and follow instructions about your day-to-day work from the Advice Team Leader and other dasl staff
- To work with colleagues in the Advice team and across dasl.
- To take part in staff and team meetings and contribute to dasl events as needed.
- Maintain clear and accurate records of your work as directed by the Advice Team Leader
- To keep information confidential
- To attend peer support groups and work constructively with colleagues across other organisations in the partnership to provide mutual support and maximise your learning opportunities.
- With support, to provide basic information to local Deaf and Disabled people

After completing training and successful learning, to:

- provide information and advice support around welfare benefits with a particular focus on disability benefits (Personal Independence Payment & Attendance Allowance). This involves supporting Deaf and Disabled People with all aspects of applying for benefits, from form-filling to the First-tier Tribunal
- to manage new referrals, gathering and recording information and as appropriate, referring people to other services.
- raise safeguarding concerns under the supervision of the Advice Team Leader
- meet agreed targets, manage your own workload and provide reports on your work as needed

## **General Duties**

The postholder will be required to:

- Undertake any other duties that may reasonably be requested by the Advice Team Leader or other dasl managers
- Attend personal supervision meetings and appraisals.
- Attend training as agreed with the Advice Team Leader.
- Work within the Social Model of disability
- Work within dasl's Equal Opportunities, Health & Safety, Information Governance, Safeguarding and other key policies and comply with all relevant legislation.

## PERSON SPECIFICATION

<b>Attitude and Values</b>	<b>Essential</b>	<b>Desirable</b>
1. Commitment to working to further the rights, independence, wellbeing and dignity of Disabled people.	✓	
2. Commitment to learn about the Social Model of Disability and apply it in your work	✓	
3. Belief in the equal value of people, regardless of disability, age, sex, race, religion or belief, sexual orientation or gender identity.	✓	
4. A commitment to learning to recognize and understand intersecting discriminations and to actively challenging and removing the barriers that they create	✓	
<b>Qualifications, experience and knowledge</b>	<b>Essential</b>	<b>Desirable</b>
5. Lived experience of impairment as a Disabled person – for dasl this includes people with a long-term health condition, mental health condition, visual, mobility or hearing impairment; Deaf people; people who are neurodivergent and people with a learning difficulty.	✓	

6. A basic understanding of the welfare benefits system, which could be from your personal experience	✓	
<b>Skills and abilities</b>	<b>Essential</b>	<b>Desirable</b>
7. Keen to learn new skills and knowledge	✓	
8. Excellent communication skills including a clear and friendly manner	✓	
9. Able to remain calm under pressure and be welcoming, compassionate and sensitive with people under stress	✓	
10. Able to work alone and as part of a team	✓	
11. Able to keep information confidential	✓	
12. Able to receive and follow instructions from other staff	✓	
13. Able to travel across Lambeth and occasionally to other places in London as needed	✓	
14. Basic numeracy skills	✓	
15. Good computer skills – able to use Microsoft Office applications, video-conferencing, internet and email.	✓	
16. Able to work flexibly at times that meet the needs of dasl's Advice service	✓	