



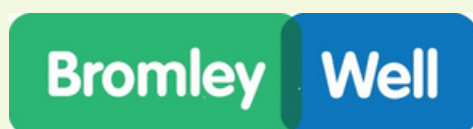
# Join our team

## Cost of Living Co-ordinator

### About Us

Bromley Mencap is an independent, award-winning charity working with and on behalf of disabled people, their families and carers, based in the London Borough of Bromley.

We were set up as a learning disability organisation in 1951 by a group of parents with children who had learning disabilities. We started to campaign at local level and later began to provide services. In 2010 we joined together with Bromley Scope and changed our objectives to become a pan-disability organisation and opened up our services to all disabled people and impairments.



In 2017, we became a partner of Bromley Third Sector Enterprise (BTSE). BTSE delivers Bromley Well, which provides a variety of joined-up services to

support local people to stay both emotionally and physically well, avoid or delay the use of health and social care services and remain independent.

Bromley Mencap is a user-led organisation, meeting the needs of over 1,500 members. We run a wide range of services for disabled people of all ages, carers and families leading to independent living opportunities and improved life chances. We campaign and provide representation to ensure the views of disabled people are heard and taken on board.

## Our Vision

For disabled people to have improved life chances, independent living opportunities and not be discriminated against.

## Our Mission

Providing services, support and information to disabled people, their families, dependants and carers leading to independent living opportunities / improved life chances and challenging discrimination through campaigning, lobbying and promoting user representation.





## Our Values

**At the heart of Bromley Mencap's work, our core values are:**

- We respect each other, celebrate our diversity and are inclusive of everyone.
- We are innovative and try new things, seeking out opportunities to deliver better outcomes for disabled people and their families and carers
- We are a user-led organisation and actively involve our clients in our work and decision making, both in relation to the services they use and our future strategic direction
- We strive to provide high quality, individualised services, and activities, providing value for money outcomes
- We invest in our staff and volunteers, supporting them to develop their roles and capacity



# Job Advert

**Cost of Living Co-ordinator**

**37.5 Hours per week**

**Permanent**

**£31,500 + 3% Pension**

The purpose of this role is to offer an information, advice and casework service on a range of cost-of-living issues for disabled people with complex needs. The post-holder will also deliver training on welfare benefits to other organisations and their helpline staff. You will be responsible for ensuring the service is delivered to the highest standard, accessible and quality assured.

You will provide a person-centred information, advice and casework to disabled people with complex needs on cost-of-living support, welfare benefits and to access small grants.

As the lead welfare benefits worker within the organisation, you will work with relevant staff and organisations to provide an accessible welfare benefits service, across the borough, with flexible hours and access routes to meet the needs of the client base i.e., internet, phone, email.

Working with the User Involvement Officer, you will ensure the service is user-led and people with complex needs are supported to be involved in the development of the project.

Application packs with full details are available at:

<https://www.bromleymencap.org.uk/work-with-us/jobs-at-bromley-mencap/>

**Closing date – 9am, Monday 20th May**

**Interviews – Wednesday 22nd May**

**INVESTORS IN PEOPLE**  
We invest in people Standard



# Job Description

## Purpose of the Job

The purpose of this role is to offer an information, advice and casework service on a range of cost-of-living issues for disabled people with complex needs. The post-holder will also deliver training on welfare benefits to other organisations and their helpline staff.

## Main Duties

- To provide a person-centred information, advice and casework to disabled people with complex needs on cost-of-living support, welfare benefits and to access small grants
- As the lead welfare benefits worker within the organisation, work with relevant staff and organisations to provide an accessible welfare benefits service, across the borough, with flexible hours and access routes to meet the needs of the client base i.e., internet, phone, email
- To provide training, through co-production with the Digital Champions, on welfare benefits (including form filling) to other organisations and their volunteers to support disabled people with complex needs
- To work with the User Involvement Officer to ensure the service is user-led and people with complex needs are supported to be involved in the development of the project
- To design and deliver a comprehensive outreach strategy to ensure the service is promoted and available to all hard to reach and under-represented communities i.e., LGBTQ+, Traveller Communities and minority groups
- To provide representation to clients for Mandatory Reconsiderations and at Appeal Tribunals and other relevant hearings, where appropriate
- To maintain an up-to-date knowledge of relevant changes in law and policy and undertake training as required
- To support other staff in developing new approaches to advice-giving, including through digital services
- To keep accurate case records and use appropriate case management systems
- To provide reports to the Children and Adults Service Sub Committee, i.e., case studies and promote role models throughout the community to evidence the effectiveness of the service
- To undertake any other tasks that might reasonably be expected
- To work within the standards and policies of Bromley Mencap

# Person Specification

## Essential

- Excellent communication skills using a range of communication methods
- An understanding of the importance of safeguarding procedures
- A good knowledge of the welfare benefits system and experience of completing these forms
- Be computer literate and able to manage a database as well as having good general office skills
- Experience of preparing and delivering workshops
- A proven ability to work independently
- To travel independently throughout the borough to provide support at community bases and home visits as required

## Desirable

- Professional or personal experience of working with people with disabilities and/or complex needs
- Good knowledge of other voluntary and statutory organisations locally and nationally

# How to apply

Please complete our application form that can be found on our website here: <https://www.bromleymencap.org.uk/work-with-us/jobs-at-bromley-mencap/>

## Guidance Notes

Please read these guidance notes in full before completing the application form.

### Introduction

The application form is of central importance in the selection process as it is the only document we use, together with any information provided on a separate sheet, to decide whether or not to shortlist applicants for interview. It is essential therefore that you take time to read the questions and complete the form accurately and completely. Please note that this applies to both external and internal candidates.

Read the person specification, job description, advertisement and any supporting information carefully and relate your skills, knowledge, experience, personal qualities and qualifications of the duties of the post as fully as possible.

The person specification outlines the essential requirements applicants must meet in order to be selected for interview and subsequent appointment. It is of the utmost importance that in your application you address the essential and desirable criteria contained in the person specification providing evidence based on paid and/or voluntary work or other activities.

All candidates are required to complete the Bromley Mencap application form in full. Please note that CVs are not accepted.

Please complete all sections of the form clearly in black ink or typescript as the forms will be photocopied.

# Guidance notes continued

Bromley Mencap has been awarded the DWP Disability Confident status, which recognises our commitment to good practice in the recruitment and employment of disabled people. We will interview all applicants with a disability who meet the minimum criteria for a job vacancy and consider them on abilities.

If you have a disability and meet the criteria for this vacancy, please make sure to tick the box in Section 7 on the application form for an interview under the Disability Confident commitment

If you have any problems completing your application form, please contact 020 8466 0790 who will be happy to assist. We can also make arrangements on request to meet any reasonable adjustments you may have with regard to completing the form and/or attending for interview.

## **Employment History**

Please ensure that you include all relevant experience that you have gained. This may include part-time work, voluntary and holiday work. Please start with your current or most recent job first.

## **Education**

Starting with your secondary school/age 11 onwards you should include the names of all educational establishments where you have studied and list all the examinations taken along with the dates and the results. Overseas degrees, diplomas and other qualifications, which are comparable with UK qualifications, will be accepted as equivalents.

## **Additional qualifications/membership of professional bodies**

Please list full details of any vocational qualifications you have attained e.g. National Vocational Qualifications, City and Guilds and any professional qualifications you have gained e.g. DSS, CIM, CIPD along with the dates taken and the results. Overseas degrees, diplomas and other qualifications, which are comparable with UK qualifications, will be accepted as equivalents.



# Guidance notes continued

## Training courses attended

Please list details of any training courses and workshops you have attended that have relevance to the position for which you are applying.

## General experience

Please use this section to tell us how you meet the requirements set out in the person specification. If you believe you have the necessary experience, skills, qualities, knowledge and qualifications, make sure you tell us here. This experience may have been gained through paid or voluntary work, home or community activities etc.

Give specific examples of how you meet the criteria in the person specification. You may use up to two additional sheets of A4 if required and this must be attached to the application form with your name clearly shown at the top.

Please explain why you have applied for the post and provide details of any information that supports this.

## References

Please provide details of two people who can act as referees on your behalf. These should usually be your present or last employer and your penultimate employer. If this is not possible, for example because you have recently left full-time education or have been unemployed for some time, you should provide the details of someone else who can comment on your suitability for the job. You should always state in what capacity they are known to you (e.g. employer for voluntary work, employer for vacation work, person of standing in the local community etc). References will be taken up before an offer of employment has been made.

## Criminal Convictions

Bromley Mencap has a commitment to safeguarding and protecting children, young people and vulnerable adults. All applicants who are offered employment in eligible posts will be subjected to an Enhanced DBS check from the Disclosure & Barring Service before the appointment is confirmed. Applicants applying for roles eligible for a DBS check must provide details of any unspent convictions, cautions, reprimands or warnings received.

# Guidance notes continued

## Declaration

You must sign and date this form in order for your application to be considered.

## Equality Monitoring Form

Please ensure that you also complete and return the equality monitoring form. We have followed agreed guidelines in the descriptions used for ethnic origin. However if you do not feel comfortable with any of these, please feel free to create your own description. The information on this form is not available to the selection panel and as soon as the information has been included anonymously on a global monitoring sheet for that vacancy, your individual form will be destroyed.

We look forward to receiving your completed application.

Please contact us should you have any further queries by emailing [enquiries@bromleymencap.org](mailto:enquiries@bromleymencap.org) or telephoning 020 8466 0790.

**Good Luck!**

