

Disability Law Service

Fighting injustice for disabled people

DISABILITY LAW SERVICE

JOB DESCRIPTION

Post title:	Welfare Benefits Advisor
Hours:	21 hours per week
Salary:	£33,990 (gross, pro rata)
Annual leave:	25 days per annum (full time equivalent), pro rata for part-time staff, plus 1 additional day per completed year of service
Contract type:	Fixed-term for 2 years, potential for extension subject to funding, or conversion to a permanent role
Purpose of post:	To provide specialist welfare benefits advice and training to Deaf and Disabled people and organisations, supporting access to entitlements and improved outcomes.
Place of work:	Vauxhall, London/remote (Hybrid working) with some travel within London
Responsible to:	Senior Welfare Benefits Advisor and Systems Change Manager

About Disability Law Service

The Disability Law Service (DLS) is a pan-Disabled people's organisation that:

- Provides free legal advice, casework, and representation for Deaf and Disabled people, their families, and carers.
- Uses the knowledge and understanding gained from its advice work to inform and influence its systems change work through training and policy advocacy.

As a Deaf and Disabled People's Organisation (DDPO), at least 75% of our Trustees and 50% of our staff are Deaf or Disabled people. DLS adheres to the social model of disability.

Based in London but with a national reach, our aim is to fight injustice and challenge the poverty and inequality faced by Deaf and Disabled people by securing equal access to legal rights and entitlements. Deaf and Disabled people face discrimination on an unparalleled level in almost every aspect of their lives. They are also amongst the poorest in our society. These two factors combined mean that Deaf and Disabled people are more in need of legal advice but also struggle to be able to afford the costs involved. Our organisation helps fill this gap by providing free specialist legal advice in the areas of community care, employment, housing, welfare benefits, discrimination, and public law.

In addition to direct legal advice, DLS provides a number of second-tier activities, including bespoke training opportunities for organisations. These training sessions focus on various aspects of disability law and empower organisations to better support their clients and enact systemic reform.

DLS also engages in impactful policy work, aiming to reform laws that inadequately serve Deaf and Disabled people. Recent initiatives include advocating for the abolition of non-residential care charges, reforming welfare benefits, and campaigning for equal care rights for autistic children. By participating in government consultations, collaborating with other civil society organisations and influencing policy changes, DLS strives to create a more equitable legal framework for Deaf and Disabled individuals.

Through its comprehensive services, DLS assists nearly 6,000 people annually, often addressing cases of discrimination or inadequate care, and secures more than £3 million in financial gains for its clients. Our work has led to significant legal precedents and substantial compensation awards for clients, demonstrating our commitment to making a real difference in people's lives. In addition, our second-tier activities have helped build capacity in the sector and contributed towards systemic change for Deaf and Disabled people.

Role Overview

This is a varied and client-focused role providing specialist advice on welfare benefits and financial resilience to Deaf and Disabled people, carers, and their families in England and Wales. The majority of the role will be delivered through a dedicated advice helpline, supported by limited casework.

The postholder will also contribute to capacity building across the sector by delivering welfare benefits training to civil society organisations, law centres and advice agencies, as well as supporting innovative and digital approaches to advice delivery.

This role combines frontline advice work, training delivery, and contribution to service development and collaborative team working within the Social Welfare team.

Main Duties and Responsibilities

1. Welfare benefits advice and helpline support

- Provide high-quality information and advice on welfare benefits issues via the DLS helpline
- Undertake limited casework where appropriate, ensuring advice is accurate, accessible, and client-focused
- Support clients to understand their rights and entitlements and identify appropriate next steps in their welfare benefits journey
- Provide advice and support to helpline staff within partner organisations where required

2. Training and capacity building

- Design and deliver training on welfare benefits to law centres, advice agencies, voluntary and community organisations
- Contribute to strengthening sector knowledge and improving access to welfare benefits advice for Deaf and Disabled people
- Maintain a diary of training activity to support accurate reporting to funders
- Contribute, on average, half a day per week to training and capacity-building activities

3. Case management, compliance and quality

- Ensure all advice and casework is delivered in line with Disability Law Service policies and the Advice Quality Standard (AQS) requirements
- Maintain accurate and timely case records using organisational case management systems
- Participate in regular file reviews, supervision, and appraisal processes
- Ensure work meets agreed quality standards, performance targets, and reporting requirements
- Work within the provisions of DLS policies, including equal opportunities, safeguarding, file management, and health & safety

4. Service development, supervision and team contribution

- Supervise and support staff and volunteers where required
- Contribute to the development of new approaches to advice delivery, including digital and remote services
- Work collaboratively with colleagues across the organisation to improve service delivery and client experience
- Provide advice and assistance to staff across welfare benefits issues where required
- Participate actively in team meetings, planning sessions, and wider organisational activities

5. Professional development and external engagement

- Maintain up-to-date knowledge of welfare benefits legislation, case law, and policy developments
- Undertake training and continuing professional development as required
- Liaise with voluntary and statutory bodies to support effective client outcomes and service coordination
- Contribute to maintaining and developing external networks relevant to welfare benefits and social welfare advice

6. General responsibilities

- Manage own workload effectively and work in a self-directed and organised manner
- Maintain and develop external networks that support the organisation's aims and strategic priorities
- Contribute to other wider organisational activities and service development work as required
- Contribute to organisational reporting, including funder reports and performance monitoring
- Carry out any other duties reasonably requested by the Director or senior management team

What We Offer

- A supportive and inclusive workplace, rooted in disability justice values
- Opportunities to develop expertise in welfare benefits and financial resilience, and contribute to a varied and dynamic workload
- Flexible working hours
- 25 days annual leave pro rata (plus public holidays)
- Employer pension contribution
- Employment Assistance Programme

Working at DLS offers a unique opportunity to join a passionate and dedicated organisation committed to creating a more equitable and inclusive society for Deaf and Disabled people. As part of the DLS team, you'll have the chance to deepen your understanding of the daily challenges faced by Deaf and Disabled people, and the complexities of navigating the legal system, and help more Deaf and Disabled people access justice.

How to Apply and Key Dates

- Application deadline: 6th June 2026
- Shortlisting: Week commencing 15th June 2026
- Interviews: Week commencing 22nd June 2026
- Final decision: 30th June 2026
- Expected start date: July/August 2026

We welcome applications from everyone. We are particularly keen to support a Deaf or Disabled person to join and develop within our organisation. We are a flexible employer and committed to creating an inclusive environment in which everyone can thrive.

To apply, please submit your CV and supporting statement (up to 2 pages) outlining your experience and why you are a great fit for this role.

Please ensure you have read the job description and person specification carefully and clearly demonstrate in your supporting statement how you meet the requirements.

If you are interested in applying and would like to request any reasonable adjustments to the process, please let us know — we are happy to support you.

Please apply directly through CharityJob.

If you require any reasonable adjustments to apply, please contact jobs@dls.org.uk

We look forward to welcoming you to our team.

Equality, Diversity and Inclusion

DLS operates an equal opportunity policy and commit to treating all of our candidates and jobseekers fairly. We welcome and encourage applications from everyone regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships. Given that DLS is a Deaf and Disabled People's Organisation, we are particularly keen to receive applications from candidates with lived experience of disability or of Deafness.