

Disability Law Service

Fighting injustice for disabled people

Person Specification: Welfare Benefits Advisor

Essential Criteria

- Experience of providing welfare benefits advice in a frontline advice setting
- Strong understanding of welfare benefits legislation (including Universal Credit, PIP, ESA and related entitlements)
- Ability to communicate complex information clearly and accessibly to a diverse client group
- Experience of managing workload in a structured advice environment
- Strong IT skills and ability to use case management systems accurately
- Commitment to the social model of disability and improving access to justice for Deaf and Disabled people
- Strong understanding of equality, diversity, and inclusion principles
- Ability to work effectively as part of a team
- Enthusiasm for the work and values of Disability Law Service

Desirable Criteria

- Experience of delivering welfare benefits training or workshops to external organisations
- Experience working in a helpline or high-volume advice environment
- Experience of working in partnership with voluntary and statutory organisations
- Understanding of the access and communication needs of Deaf and Disabled people
- Experience of contributing to service development or new ways of delivering advice (including digital services)
- Experience of trauma-informed and/or client-centred advice practice
- Experience of maintaining structured reporting for funders or organisational monitoring purposes

- Experience of identifying systemic issues arising from casework and contributing to wider service improvement
- Understanding of issues affecting Deaf and Disabled people