



Cheshire  
West

# Disability Rights Adviser

## (Jackie Farrington Legacy Project)

### Job description

Team overview	Community Advice	
Reporting to	Kate Francis, Business Development & Relationships Manager	
Location	Winsford and covering the Winsford/Northwich area	Significant travel required
Hours	37 (5 days, Mon - Fri)	
Salary	£30,060 FTE	
Contract	Fixed term 2 years	
Role purpose	Funded by the Jackie Farrington Legacy, this project will work closely with social prescribers and GP surgeries in the Northwich/Winsford area to provide help, support, advice and advocacy for referred clients living with complex long term health issues	
Main responsibilities	Key tasks	
Project Development	<ul style="list-style-type: none"><li>• Lead on the development of the Project in the Northwich and Winsford area.</li><li>• Develop sustainable and effective working relationships with GP surgeries and social prescribers (SP)</li><li>• Collate data for quarterly project reports</li></ul>	
Service delivery	<ul style="list-style-type: none"><li>• Support and advise clients in all aspects of their rights relating to their disability and social welfare law in the following areas:<ul style="list-style-type: none"><li>- Benefits</li><li>- Debt</li></ul></li></ul>	

	<ul style="list-style-type: none"> <li>- Employment</li> <li>- Housing</li> </ul> <ul style="list-style-type: none"> <li>• Identify discrimination when it occurs</li> <li>• Assess income maximisation including benefit checks and calculations</li> <li>• Undertake debt assessments when appropriate</li> <li>• Act for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning.</li> <li>• Assist clients with other related problems where they are an integral part of their case and refer to other advisers or specialist agencies as appropriate.</li> <li>• Make home/outreach visits as necessary.</li> <li>• Complete benefit forms</li> </ul>
Performance and evaluation	<ul style="list-style-type: none"> <li>• Collate data for project reports relating to effectiveness of project using wellbeing surveys</li> <li>• Contribute to quarterly project reports</li> <li>• Ensure casenotes and case work meets the quality standards expected of a caseworker</li> </ul>
Information technology	<ul style="list-style-type: none"> <li>• Ensure up to date knowledge of internal systems including but not limited to GSuite, Casebook, Citizens Advice electronic information system.</li> <li>• Effectively use Citizens Advice resources to provide accurate and up to date information and advice to clients.</li> <li>• Maintain case records when necessary or required for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.</li> <li>• Use a range of IT in the provision of general advice, including but not limited to: webchat, email and telephone.</li> </ul>
Team development	<ul style="list-style-type: none"> <li>• Work cooperatively with colleagues and maintain good teamwork, clear lines of communication and common practices within the CACW team.</li> </ul>
Meetings	<ul style="list-style-type: none"> <li>• Attend all meetings as and when required of your role.</li> <li>• Keep in daily contact with your line manager and colleagues.</li> <li>• Attend and contribute effectively to regular Support Meetings</li> </ul>

	<p>with your line manager.</p> <ul style="list-style-type: none"> <li>• Attend staff meetings and internal/external forums and meetings.</li> </ul>
Administration	<ul style="list-style-type: none"> <li>• Ensure GDPR compliant case notes are recorded on an electronic case recording system (Casebook) and reflect the information received from the client and the advice given.</li> <li>• Ensure all statistical reporting data is completed effectively.</li> <li>• Keep up to date with all Citizens Advice Cheshire West policies and procedures.</li> <li>• Ensure the correct procedures are used and recorded for signposting and client referrals.</li> <li>• Be self-administering and undertake general administration tasks e.g. taking messages; photocopying, collating, filing; processing post etc.</li> </ul>
Personal development	<ul style="list-style-type: none"> <li>• Ensure all mandatory training is completed on time using the Development time allowed.</li> <li>• Identify and implement plans for own training and development needs.</li> <li>• Maintain personal training and development record.</li> </ul>
Other	<ul style="list-style-type: none"> <li>• Promote and work within the aims, policies, membership requirements and equal opportunities policies of the Citizens Advice service.</li> <li>• Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.</li> </ul>
<p>Please note that this job description does not constitute a 'term and condition of employment'. It is provided only as a guide to assist an individual in the performance of the job and is not intended to be an inflexible list of tasks.</p> <p>Citizens Advice Cheshire West is a fast-moving organisation and therefore an employee's duties may be varied from time to time. The post holder accepts that they may be required to work flexibly and undertake any other work or duties as may reasonably be required, within the scope of and commensurate to the nature of the post.</p>	

# Person specification

Essential criteria
<p>1. Experience and Knowledge in Social Welfare and Disability Rights</p> <ul style="list-style-type: none"><li>• Proven experience delivering social welfare advice, particularly in areas relating to disability rights and support for individuals with long-term health conditions.</li><li>• In-depth understanding of relevant legislation, entitlements, and services affecting disabled people.</li></ul>
<p>2. Strong Communication and Interpersonal Skills</p> <ul style="list-style-type: none"><li>• Ability to communicate complex information clearly and sensitively to clients, professionals, and partner organisations.</li></ul>
<p>3. Empathy and Client-Centred Approach</p> <ul style="list-style-type: none"><li>• Demonstrable compassionate, non-judgmental, and supportive manner when working with clients facing barriers due to disability or health conditions.</li><li>• Committed to empowering clients and promoting their independence and rights.</li></ul>
<p>4. Organisational and Self-Management Abilities</p> <ul style="list-style-type: none"><li>• Excellent time management, able to prioritise a demanding workload while working independently across multiple locations.</li></ul>
<p>5. Adaptability and Outreach Experience</p> <ul style="list-style-type: none"><li>• Comfortable working in a variety of settings, including GP practices, clients' homes, and remotely.</li><li>• Able to adapt to the needs of clients who cannot access mainstream advice channels.</li></ul>

## Desirable criteria

### 6. Desirable: Primary Care or Citizens Advice Experience

- Experience working in or alongside primary care services, and/or familiarity with the Citizens Advice model and procedures, is an advantage.

