

Job Information - Independent Living Payments Advisor

Reports to: Independent Living Payments Team Leader

Direct reports: None

Hours: 37.5 hours a week

Department Structure



Job Description – Independent Living Payments Advisor

Job purpose: To support a caseload of Disabled people across Bristol, South Gloucestershire and Bath and North-East Somerset who receive a Direct Payment or Personal Health Budget and to use that budget to live independently. A Direct Payment is when the local council or NHS give you money that you can use to meet your care and support needs, sometimes by employing people to support you. We call these people Personal Assistants.

Key tasks or duties:

- Help members of the Disabled community to explore what is important to them to live independently and find ways to meet their care and support needs using their Direct Payment or Personal Health Budget.
- Support the WECIL Independent Living Payments Team to help members of the Disabled community to obtain and manage Direct Payments to self-direct their own support.

- Regularly review people's Direct Payments with them and offer support to make sure they are using it to live independently and comply with employment and tax legislation.
- Work with the Disabled community to support them to recruit and manage Personal Assistants that enable independent living.
- Find ways to improve WECIL services so they better meet the needs of Disabled people.
- Engage with the WECIL Navigator service to help the Disabled community find services that meet their needs.
- Promote the Social Model of Disability with Disabled people, the NHS and local authority social care staff.

General Responsibilities

- Contribute to WECIL's commitment to tackling the climate emergency.
- Work within WECIL's Data Protection and Security Policies.
- Implementing WECIL's Safeguarding Policy and making sure everyone who accesses our services is safe.
- Uphold WECIL's Equal Opportunities Policies.
- Act within WECIL's rules, policies, procedures, Standing Orders and Financial Regulations and any other statutory requirements.
- Observe WECIL's Code of Conduct.
- To work to the WECIL Charter and support other staff members to do so.
- To undertake training and development opportunities as required.
- To attend staff and team meetings as required.
- To observe health and safety procedures in the workplace to ensure personal safety and to safeguard the interests and safety of colleagues, customers and visitors.
- Undertake other duties and responsibilities as appropriate since all staff are expected to work flexibly within their skill level to respond to changing priorities and make sure that customer needs and business objectives are met.

Person Specification – Independent Living Payments Advisor

Essential:

- Person centred: Putting the citizen at the heart of everything we do.
- Collaborative: Working as part of a team.
- Independence: Self-motivation and working under own initiative with regular supervision.
- Customer service: Empathy, communication, telephone, listening and problem-solving skills.
- Planning: Ability to plan and balance conflicting priorities, meet deadlines, and manage workload in a calm, effective and positive way.
- Diligence: Ability to keep concise and accurate case records within a practical understanding of confidentiality and Data Protection compliance.
- IT Literacy: Confidence in using Outlook, SharePoint, Word and Excel as well as online systems and database.
- Numeracy: Ability to accurately calculate and interrogate simple financial data

Desirable

- Experience of working in Adult Social Care.
- Knowledge of the Social Model of Disability.
- Speaker of a language other than English spoken widely in Bristol (for example, British Sign Language, Arabic, Urdu, Farsi, Polish).
- Full driving licence and use of own vehicle insured for business use or ability to travel independently to visit clients would be an advantage.