



Job Description

Job Title:	Benefits Advice Project Worker
Grade:	Amaze salary band E: £31,617 - £32,176 pro-rata (£17.37 - £17.68 / hour)
Responsible to:	DLA/PIP Project Manager
Hours of work:	21-35 hours – please state your preference in your covering letter
Annual leave:	25 days pro rata
Location	Hybrid and flexible, option to work from either Brighton & Hove or Eastbourne offices and/or home. Expectation of some office time regularly and occasional travel to other office/locations for outreach
Contract:	12 month fixed-term contract with the likelihood of extension subject to funding

Main Purpose of the Job:

To promote the wellbeing of families of disabled children and young people by enabling them to take up disability benefits to which they are entitled, specifically by providing support to parent carers to claim DLA for their children and young people to claim PIP, working closely with the DLA and PIP Project Manager.

	Specific Responsibilities
1.	To provide sensitive individual telephone and email-based DLA and PIP benefits advice and support for parent carers and young people in Brighton and Hove/East Sussex, with some face-to-face work at the Amaze office in Brighton/Eastbourne or other venues in B&H and East Sussex
2.	To work with parent carers and young people to draft pen pictures of children and young people which will be used to complete benefit claims, informing allocation of close fit resources and level of support offered
3.	To identify which parents can work with close fit resources. Send appropriate resources and follow up with editing and checking.
4.	To carry out individual casework with parents and young people unable to use close fit resources alone.
5.	To ensure appropriate recording of casework and carry out related administration for smooth running of a responsive and reliable service, in line with Advice Quality Standard requirements.
6.	To support planning, delivery and follow up of training sessions on DLA and PIP and around using the close fit resources for parents and professionals
7.	To support the evaluation of the service, including collecting outcomes, feedback and case studies, and monitoring take up/use of the resources

	General Responsibilities
1.	To work within the framework of all Amaze policies and procedures
2.	To develop relevant expertise and knowledge i.e. on disability, SEN, welfare benefits, local services, the local and national policy framework, so as to improve the quality of information, advice and support offered



3.	To contribute to processes for reporting, feedback, monitoring, evaluation and service planning.
4.	To carry out other duties appropriate to the role, as required
5.	To attend team meetings, supervision and training as agreed with your manager
6.	To be self-servicing with use of appropriate IT

Person Specification

Your cover letter should address how you meet the following points:

Person specification:	Essential	Desirable
Experience/knowledge		
Experience of providing a responsive service in a busy environment	Y	
Experience of producing written information that is both accurate and accessible to a variety of readers	Y	
Experience of using and maintaining a database/client management system	Y	
Experience of working with a broad range of people – including families, parents and/or young people, people under stress and experiencing challenges	Y	
Experience of providing information, advice or support to adults and/or young people	Y	
Experience of recording, monitoring and contributing to reporting on services	Y	
Experience of partnership working and building good working relationships with other professionals/organisations	Y	
Experience of working with families and/or young people with special educational needs or disabilities		Y
Knowledge/understanding of the welfare benefits system and specifically disability benefits	Y	
Skills		
Excellent verbal communication skills, including listening skills	Y	
Highly developed written communication skills, including reading analytically, synthesising information, editing and proofreading, with a strong attention to detail	Y	
Good IT skills, including ability to use MS Word and to layout text and images	Y	
Strong organisational skills	Y	
Ability to assess, analyse and problem solve independently	Y	
Able to travel around Sussex	Y	
Qualities		
An understanding of (and empathy with) the issues facing children and young people with SEND and their families	Y	



Enthusiastic, positive and flexible in approach with ability to occasionally work outside normal working hours	Y	
Commitment to the values and principles upheld by Amaze	Y	
Able to work calmly under pressure , juggling several tasks at one time and prioritising effectively	Y	