

## Job Description: BSL Adviceline Adviser

Please note, you must be able to communicate in British Sign Language (BSL)

**This an exciting time to join the deafPLUS team! The Adviceline service is the first point of contact for Deaf British Sign Language (BSL) users to receive accessible welfare advice through video platforms such as Zoom, Skype and FaceTime.**

**Job Title:** BSL Adviceline Adviser – England and Wales

**Location:** London. Opportunities to work remotely from home

**Line Manager:** National Adviceline Manager

**Job Aims:** To provide an Information & Advice service to Deaf BSL users via the deafPLUS Adviceline

**Terms and Conditions:** This position is 28 hours per week. Information and advice will be provided to residents across England and Wales.

### Main tasks:

1. Provide a digital Information & Advice service to help with issues on housing, welfare benefits, money management, consumer issues and more
2. Manage your Adviceline bookings. You will be responsible for contacting clients during their appointment times and adhering to the allocated appointment slots
3. Take a person-centred approach. You will communicate in a friendly, confident and empathetic manner in order to understand the issues clients present as well and take account of their aims and goals to help and empower them to find solutions.
4. Help clients to resolve their issues by helping them to prioritise, understand letters, complete forms, write letters and challenge decisions, contact relevant organisations such as the DWP, and refer to specialist services.
5. Obtain and record relevant client information on our case management system, including personal details, equality monitoring data, consent, and enquiry details.

### Other:

1. Adhere to and promote deafPLUS's policies and procedures, including Equal Opportunities, Health and Safety, Confidentiality and Total Communication policies.
2. Participate in development through quarterly supervisions and annual appraisals, team meetings, and relevant internal and external training.
3. Participate in fundraising and marketing activities as required
4. Support deafPLUS in achieving their aims by carrying out other relevant duties as agreed with your line manager, including occasional work outside of core hours.

## PERSONAL SPECIFICATION

Please read the requirements below carefully. We will shortlist applicants based on how successfully you meet the criteria below.

### Essential

#### Technical Knowledge:

- 1) Experience in delivering welfare advice ( not necessarily in the charity sector or paid work)
- 2) IAG Level 2 qualification or willingness to work towards one
- 3) Knowledge of welfare benefits and housing legislation
- 4) Knowledge of the Department for Work & Pensions and Health and Local Authority services in relation to their responsibilities and practices around benefits and housing

#### Skills and Abilities:

- 5) Good written skills and communication skills in native BSL or equivalent to level 6
- 6) Ability to understand and appreciate barriers faced by deaf people
- 7) Ability to conduct an advice assessment in a friendly, empathetic and confident manner
- 8) Ability to communicate complex information in a clear and concise manner
- 9) Ability to provide support in a timely manner
- 10) Ability to manage own caseload - including prioritising issues and meeting tight deadlines
- 11) Ability to identify and resolve problems – including negotiating with relevant authorities
- 12) Understanding of confidentiality, conflict of interest, impartiality, consent and GDPR
- 13) Awareness of good customer service and how to effectively deal with complaints
- 14) IT skills – experience of using a database to record casenotes, knowledge of MS Word and Outlook, using the internet as an advice resource tool

### Desirable

#### Skills and Abilities:

- 15) Experience of collecting statistics and writing short reports