

# Care & Support Advisor (Fixed Term Contract) Candidate Pack



Charity No: 1091744  
Company No: 4050994

disability  
**positive**

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# Introduction

Dear Candidate,

Thank you for your interest in Disability Positive, a charity that has dedicated itself to the lives of people with lived experience of disability and long-term conditions, and their families across Cheshire and surrounding areas since 1992.

We pride ourselves on being a great place to work and progress, and we employ an amazing workforce of over 70 people. We have experienced substantial growth since inception and our services have successfully increased to the point that we are well recognised as a trusted, influential, and supportive organisation, providing services, opportunities, and voice to over 10,000 people with lived experience of disability and long-term conditions per year.

We know it matters, as we live with disability and long-term conditions too.

We hope that you are the kind of person we are looking for, someone; organised, driven, and professional to work within our Arrangement of Care and Support Service team.

If you are interested in the role, please return your completed application to [hr@disabilitypositive.org](mailto:hr@disabilitypositive.org)

We'd love to hear from you.

**Lynne Turnbull**  
Chief Executive Officer



# Who are we?

## We are Disability Positive.

We are a charity based in Cheshire and work mostly in the North West. We love working with others who think like us.

We provide services, opportunities and a voice to people living with disability and long-term health conditions and their families.

We have services to help people with everyday life, being part of their local community and looking after their own wellbeing.

We can offer advice, help with practical tasks and advocate for people in lots of different situations.

We listen and share people's experiences to influence positive change in government policy.

We know it matters, because we live with disability and long-term health conditions too.

## Our Values

- **Positive:** It's not just our name, it's how we approach every challenge and opportunity.
- **Collaborative:** We don't believe we can do everything ourselves; we love working with others who think like us.
- **Representative:** We are here to be the voice of people living with disability and long-term health conditions.
- **Ambitious:** We are not going to change the world without thinking big.
- **Trustworthy:** We need to be a place where people feel safe and can come freely for honest and impartial advice and support.

The social model of disability is the starting point for everything we do and is the idea that people are not disabled by their condition, but by a world that doesn't meet their needs.



# Our Services: For Adults

## **Arrangement of Care and Support Service**

Support with making sure people's care works for their needs.

## **Advocacy**

Supporting people to say what matters to them and upholding their rights.

## **Good Company**

A fully accessible social group for adults, meeting regularly with the opportunity for day trips too.

## **Payroll**

Supporting people who employ Personal Assistants with payroll management.

## **Supported Banking**

Getting support with banking and auditing for direct payment recipients.

## **Learning Service**

Access to learning and development opportunities for people who employ Personal Assistants, and their Personal Assistants.

## **Telephone Information Advice Line**

Supporting people to access the information they need provided by us or others.





# Our Services: For Children and Young People

## **Advocacy**

Supporting people to say what matters to them and upholding their rights.

## **Arrangement of Care and Support Service**

Support with making sure people's care works for their needs.

## **Cheshire West Community Connections**

Support young people to connect to their local community.

## **Sensory Hive**

Sensory based after school club for young people ages 5-11

## **Buzz Youth Group**

A fully accessible youth group supporting those aged 5-18 to try new things and meet new friends.



# Our Services: For Everyone

## Volunteer Opportunities

We couldn't be without our team of dedicated and enthusiastic volunteers. People can volunteer their time across a range of services, or join us for a work placement, to gain new skills and contribute to our work.

## Membership

We need our members to share their views so that we can continue to develop our services, and be a strong voice to influence local, regional, and national government policy.

We welcome anyone with lived experience of disability or a long-term condition or with caring responsibilities.

## Policy Influencing

Policy influencing is what we do to influence positive change with local, regional and national government. We want to be a voice for our members and people with experience of disability and long-term conditions and use their views and experiences to influence the kind of changes we want to see.

## Disability Equality Training

Support to better understand disability, reducing barriers and changing attitudes.



# Organisational Structure

We are a registered charity and company limited by guarantee.

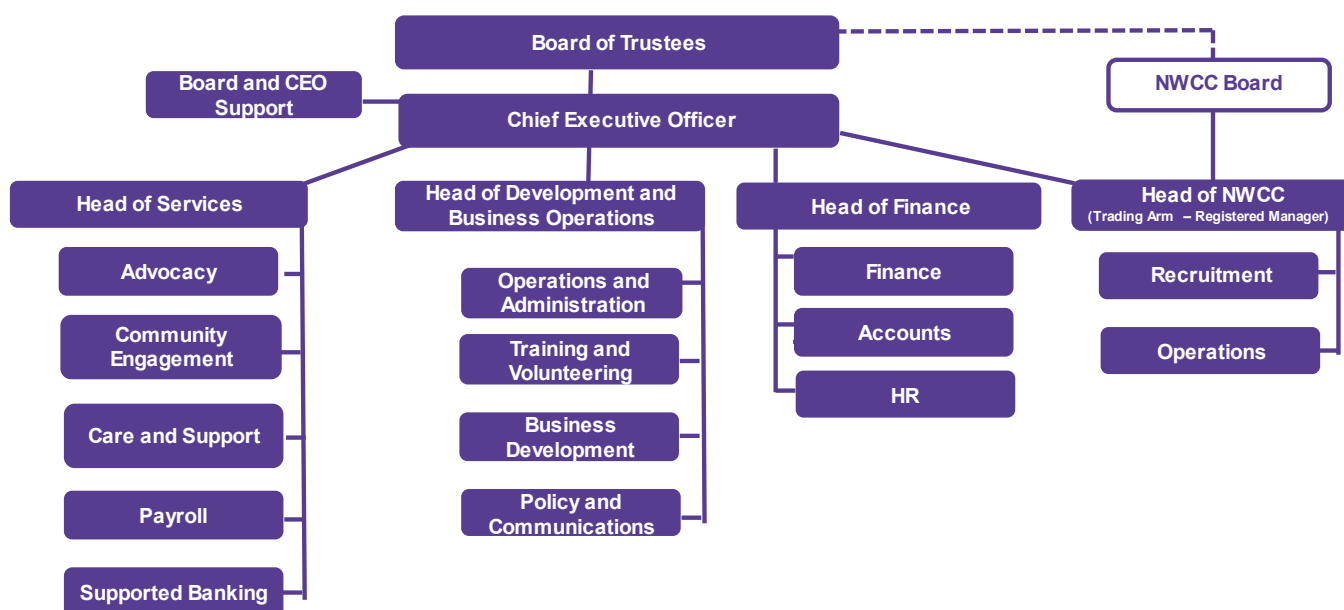
We are governed by 11 trustees who are known as our Board of Trustees. The Board of Trustees are both Directors of the company for the purposes of the Companies Act 2006 and Charity trustees for the purposes of the Charities Act 2006.

The Board of Trustees are responsible for the governance of Disability Positive. Our Board of Trustees have lived experience of disability and long-term conditions and bring a mix of skills that are essential to good governance, ensuring that our activities are conducted in line with our charitable objects, as detailed within our Articles of Association. In addition, we have over 240 members of the charity who all have lived experience of disability and long-term conditions.

Day-to-day management is delegated to the Chief Executive Officer and Senior Staff through a Scheme of Delegation of Board Authority.

We currently employ 51 FTE staff (65 people), with additional support across our services through volunteers. 65% of our workforce also have lived experience of disability and long-term conditions.

## Our Organisation Chart





# Future Plans

We have finalised our new Strategy 2020 - 2030, with a focus on three strategic themes:

- Positive about offering services that suit the needs of people with lived experience of disability or long-term health conditions.
- Positive about providing the opportunity for people with lived experience of disability or long-term conditions to be part of community life.
- Positive about giving a voice to people with lived experience of disability or long-term health conditions.

We are in a strong financial position, with a robust balance sheet and reserves policy which has supported and should continue to support expansion of our services.

A major part of our income comes from delivering services under contract with a number of Local Authorities and Clinical Commissioning Groups in Cheshire East, Cheshire West and parts of the Northwest. We also provide a number of services that individuals purchase directly from us.



## Benefits & Purpose

<b>Job Title:</b>	Care and Support Advisor
<b>Grade:</b>	Grade 4
<b>Salary:</b>	£26,040 per annum, increasing after successful probationary period.
<b>Hours:</b>	Full Time, 35 hours per week. Temporary post until 30 September 2024 with potential for extension.
<b>Holiday Entitlement:</b>	25 days per year (+ Bank Holidays and 3 extra days for Christmas Shutdown.)
<b>Other Benefits:</b>	An additional two days gifted leave for your Birthday each year. Company Pension, Private Health Care (with medical history disregard) upon completion of probationary period.
<b>Direct Reports:</b>	None
<b>Reporting to:</b>	Care and Support Manager
<b>DBS Check:</b>	Appointment is subject to a satisfactory enhanced disclosure from the Disclosure and Barring Service

### Purpose

To deliver the Brokerage service for Bolton Council to ensure that people with care and support needs have access to independent advice and support services to promote independent living and support individuals to make informed decisions and self-manage their care needs.

Our Arrangement of Care and Support Advisors provide high quality information and support to both referring Health & Social Care professionals and eligible customers who are in receipt of a Personal Budget (Direct Payments), Personal Health Budgets and self-funded/private clients. Empowering individuals and ensuring they have all the support they need to retain their independence.

# Scope

Our Arrangement of Care and Support Advisors provide support to source care agencies and offer support to those who wish to employ their own Personal Assistants. They will also assist in sourcing training for both the Employer and their PA's.

## Business Skills

- Demonstrates an analytical and methodical approach to problem solving.
- Absorbs and applies technical information.
- Has a thorough understanding of their job and how own role relates to other roles and to the business of the employer.

## Complexity

- Has defined areas of responsibility.
- May provide guidance or support to less experienced staff or other staff member(s) within a department.
- May be responsible for a varied caseload within a department.
- May be responsible for a small internal business project or process.
- Uses discretion in identifying and resolving complex problems.
- Performs a broad range of work, sometimes complex and non-routine, in a variety of environments.

## Autonomy

- Accountable for delivering assigned tasks within specific or broader projects or functions.
- Operate as a competent professional with minimum supervision.
- Limited decision-making scope on how tasks are to be fulfilled.
- Can easily determine when work should be escalated to a higher level.
- May be required to maintain awareness of developments in the sector of relevance to key tasks.
- May be required to understand the implications of new technologies and legislation on their area of specialty.



# Key Tasks

## Strategy

- Deliver on designated areas of responsibility to meet the strategic plan.
- Highlight identified gaps in service to meet the needs of disabled people.
- Demonstrate that disabled people are provided with a high-quality service.

## Governance

- Ensure all statutory requirements are met and not compromised.
- Responsibility for mandatory training to be completed.
- To liaise with Local authorities and Clinical commissioning groups.
- Ensuring all work is completed in line with our policies and procedures.
- To adhere to our confidentiality and data protection policy

## Communication & Relationships

- Ensure effective relationships are established and maintained with disabled people, parents/carers and community-based partners.
- Ensure effective relationships are established and maintained with Management and other staff members.
- To liaise simply and clearly with disabled people regarding their support and enquiries/queries.
- Ensure that the Manager receives appropriate advice and information on all relevant matters.
- Provide reports for Manager, regarding performance of contract delivery and escalate any key risks, as required.
- Uphold the company values.
- Ensure an excellent standard of engagement with disabled people and outside partners.
- Keep up with developments in the sector of relevance to the role and modern business practices by reading legislative updates, guidance and consulting with peers.

## Service Delivery

- Promotion of Direct Payments across Cheshire West & Chester and Personal Health Budgets across the commissioning groups covering Cheshire, Warrington & Wirral.
- Support the building of robust relations with the associated Clinical Commissioning groups and Social Care teams.
- Mentoring of Nurse Assessors/Social Workers and associated partners to develop awareness and change cultural practices.

# Key Tasks

- Developing processes and pathways to support families and young people wishing to access a Personal Health Budget or Direct Payments via Social Care.
- Provide central point of contact for people using PHBs or Direct Payments from Social Care and act as conduit with clinical commissioning groups and social care teams.
- Provide advice and support to individuals facing continuing health care assessment or community care assessment who may wish to exercise choice in how their health/social care needs are met.
- Signpost individuals to other sources of help and assistance.
- Provide information, guidance and/or assistance in developing a person-centred support plan.
- Provide detailed information to the service user on all aspects of operating a Direct Payment via Social Care or Health, legally and appropriately.
- To provide ongoing advice and support in relation to recruiting and employing Personal Assistant's.
- Maintain up to date, effective and accessible records, in line with the organisations case recording management information system.
- To work within the philosophy of the Social Model of Disability.
- To support the Arrangement of Care and Support Service Manager in the day to day running of the service to ensure its effective delivery.

## Other

- To undertake any other duties so directed by the Arrangement of Care and Support Service Manager and within the scope of this post.
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- These recommendations are to be reviewed annually with the Manager of the Arrangement of Care and Support service.



# Person Specification

Criteria	Essential	Desirable	Assessed by
<b>Qualifications Experience</b>	<ul style="list-style-type: none"> <li>• Experience of working within either health and/or social care.</li> <li>• Experience of achieving targets and goals to achieve outcomes.</li> <li>• Demonstrable commitment to achieving positive outcomes for disabled people.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working with individuals with complex needs.</li> <li>• Experience of developing person-centred support plans.</li> </ul>	Application and Interview.
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• A good understanding of the structure of health and social care.</li> <li>• Knowledge of Personal Health Budgets.</li> <li>• Proven understanding and experience of partnership and collaborations.</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of the role of support organisations that promote independence of disabled people.</li> <li>• Thorough knowledge of Continuing Healthcare/Continuing Care.</li> <li>• Thorough knowledge of Social Care and Direct Payments.</li> </ul>	Application and Interview.
<b>Skills/Abilities</b>	<ul style="list-style-type: none"> <li>• Excellent communication and presentation skills both written and oral.</li> <li>• Disseminate information in an appropriate format</li> <li>• The ability to communicate effectively at all levels.</li> <li>• Proven planning, time management and organisational skills.</li> <li>• The ability to work under pressure, set priorities and meet deadlines.</li> <li>• Self-motivated, team player and ability to use initiative.</li> </ul>	<ul style="list-style-type: none"> <li>• IT literate.</li> <li>• The ability, willingness, and flexibility to work outside office hours, if required.</li> </ul>	Application and Interview.
<b>Other</b>	<ul style="list-style-type: none"> <li>• A commitment to equality and diversity.</li> <li>• A commitment to the Company vision and values.</li> </ul>	<ul style="list-style-type: none"> <li>• Access to a car and a current full driving licence.</li> </ul>	Application, Interview and Pre- Offer Checks.

# Recruitment Process

## How to apply

If you are interested, please complete the following, and return by email to [HR@disabilitypositive.org](mailto:HR@disabilitypositive.org)

- Covering Letter & CV, detailing why you are right for the role and how you meet the essential criteria in the person specification.
- Recruitment monitoring form.

## Timetable

<b>Deadline for applications:</b>	17 January 2024
<b>Short listing:</b>	Tbc
<b>Interviews:</b>	Tbc

## What we do with your data

In accordance with the Data Protection Act 1998, and the General Data Protection Regulations 2018, the information provided in your application will be used as part of the recruitment and selection process and may be disclosed to those who need to see it.

It will also form the basis of the confidential personnel record of successful applicants.

In the case of unsuccessful applicants, the application form will be destroyed after 6 months, in line with our [HR Privacy notice](#).



## Contact Us



**Address:** Sension House, Denton Drive, Northwich, Cheshire, CW9 7LU

**Telephone:** 01606 331 853

**Email:** [hr@disabilitypositive.org](mailto:hr@disabilitypositive.org)

**Website:** [www.disabilitypositive.org](http://www.disabilitypositive.org)

**Facebook:** [www.facebook.com/disabilitypositive/](http://www.facebook.com/disabilitypositive/)

**X:** [www.twitter.com/dis\\_positive](https://twitter.com/dis_positive)

**Instagram:** [https://www.instagram.com/dis\\_positive/](https://www.instagram.com/dis_positive/)