

ACSS Administrator – 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 9,000 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 team. If you are interested in the role, please return your completed application to 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. 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

Youth Groups

A range of accessible activity groups supporting those aged 5-18 years 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.

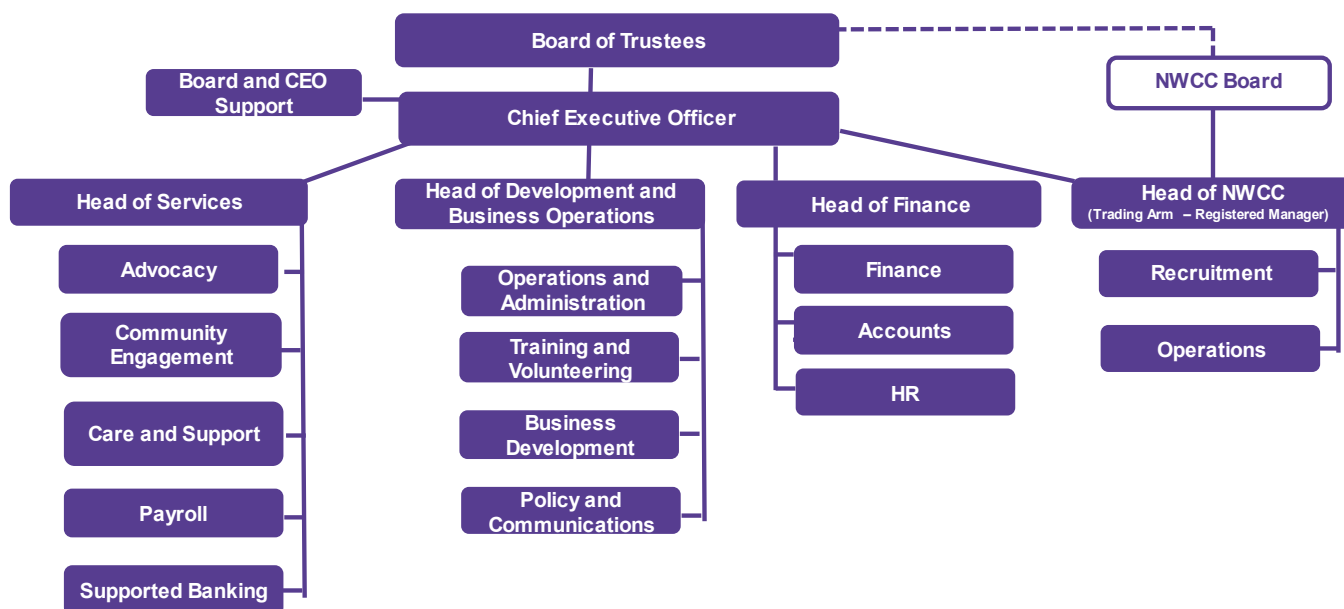
We are governed by 11 trustees who are known as our Board of Trustees. The Board of Trustees are both Directors of the company for the purposes of the Companies Act 2006 and Charity trustees for the purposes of the Charities Act 2006.

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 53 FTE staff (72 people), with additional support across our services through volunteers. 74% 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

Job Title:	ACSS Administrator – Fixed Term
Grade:	6
Salary:	£19,838 pa, pro rata, rising to £20,100 (pro rata) on successful completion of 6 month probationary period.
Hours:	35 hours per week. Monday to Thursday 9am to 5pm & Friday 9am–4.30pm. Fixed Term Contract to 30 September 2024, with potential for extension.
Holiday Entitlement:	25 days per year pro rata + Bank Holidays and 3 gifted days between Christmas and New Year Shutdown (pro rata).
Other benefits:	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.
Direct Reports:	0
Reporting to:	ACSS Team Leader

Purpose:

To provide administrative support the ACSS Advisors in delivering 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.

Scope

Business Skills

- Demonstrates a rational and organised approach to work.
- Understands and uses appropriate methods (i.e. systems, processes etc)
- Learns new skills and can apply them.
- Able to effectively communicate with colleagues and/or customers.
- Absorbs and applies technical information.
- Contributes to identifying personal development opportunities.

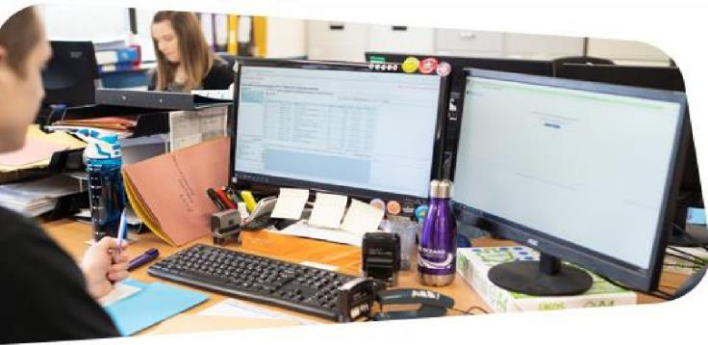
Complexity

- Able to plan, schedule and monitor own work within agreed deadlines.
- Responsible for checking the quality and accuracy of own work.
- Produces routine letters and other documents from standard templates.
- Performs a targeted range of work, often routine in nature.

Autonomy

- Operates within a defined role but may have some limited autonomy in how tasks are delivered.
- Can easily determine when work should be escalated to a higher level.

Key Tasks



Governance

- Maintain sufficient knowledge concerning the security of information and systems and requirements of Company Policies.

Communication & Relationships

- Liaise simply and clearly with service users regarding their queries.
- Ensure effective relationships are established and maintained with management and other staff members.
- Build an effective working relationship with the ACSS Team.
- To liaise simply and clearly with disabled people regarding their support and enquiries/queries.
- 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.
- Uphold the company values.

Other

- Provide cover for admin team members during absence and holidays.
- Undertake any other duties so directed by the ACSS Team Leader and within the scope of this post.

Person Specification

Criteria	Essential	Desirable	Assessed by
Qualifications/ Experience	<ul style="list-style-type: none"> • Experience of dealing with people on the telephone and actioning both internal and external requests • Ability to work under pressure and meet deadlines • Demonstrable experience of undertaking a range of admin work 	<ul style="list-style-type: none"> • Experience of working on within a busy admin department • Lived experience of disability 	Application and Interview.
Knowledge	<ul style="list-style-type: none"> • Knowledge of Microsoft Office • Good IT skills 	<ul style="list-style-type: none"> • An understanding of office filing systems and maintaining other administrative records • Knowledge of databases and case recording systems 	Application and Interview.
Skills/Abilities	<ul style="list-style-type: none"> • The ability to listen and communicate both verbally and in writing and to disseminate information in an easily understood and appropriate format • Confident telephone manner • Ability to work as part of a team and on own initiative • Ability to accurately record factual case notes and data input • Willingness to learn and take instruction 	<ul style="list-style-type: none"> • Strong interpersonal skills • To be adaptable within the workplace • Highly self-motivated • Proven planning, time-management, and organisational skills 	Application and Interview.
Other	<ul style="list-style-type: none"> • A commitment to equality and diversity and commitment to achieving positive outcomes for disabled people • A commitment to the vision, mission and values of the organisation 	<ul style="list-style-type: none"> • Understanding of the Social Model of Disability • Understanding of the role of a representative organisation 	Application and Interview and Pre-Offer checks.

Recruitment Process

How to apply

The Company will accept the submission of a CV (preferred) or an application form.

By CV: Along with a current CV, the Company require candidates to submit supporting information via a detailed covering letter of no more than 3 sides of A4 to demonstrate your suitability for the role (e.g. how you meet the advertised essential criteria).

By application form: the Company require candidates to submit supporting information within the supporting information section of the application form (no more than 3 sides of A4) to demonstrate your suitability for the role (e.g. how you meet the advertised essential criteria). You can download an application via our website at www.disabilitypositive.org

If you are interested, please complete either of the above, and return by email to HR@disabilitypositive.org

Timetable

Deadline for applications: Monday 1 April 2024 at 11:59pm

Short listing: Wednesday 3 April 2024

Interviews: 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: info@disabilitypositive.org or HR@disabilitypositive.org

Website: www.disabilitypositive.org

Facebook: www.facebook.com/disabilitypositive/

X : [www.twitter.com/dis_positive](https://twitter.com/dis_positive)

Instagram: https://www.instagram.com/dis_positive/