**Role:** Independent Living Payments’ Advisor

**Essential:**

* Experience of working with a wide range of disabled people in an empowering way
* A good standard of IT Literacy: Confidence in using Outlook, SharePoint, Word and Excel as well as online systems and database.
* Numeracy: Ability to accurately calculate and interrogate financial data
* Experience of working in a person-centred way i.e. putting the disabled person at the heart of decision making
* Experience of making activities accessible to a wide range of people
* Experience of working as part of a team collaboratively and flexibly
* Experience of working independently under own initiative with regular supervision
* Demonstrably good customer service skills e.g. empathy, effective communication, telephone, listening and problem solving skills
* Ability to plan and balance conflicting priorities, meet deadlines, and manage workload in a calm, effective and positive way
* Ability to keep concise and accurate case records within a practical understanding of confidentiality and Data Protection compliance.
* Proven good understanding of equality and positive action, and experience of promoting inclusion and diversity
* Good understanding of safeguarding –particularly in relation to Adults and Children at Risk
* Ability to travel to visit clients in their own homes
* Knowledge of the Social Model of Disability and a commitment to working in this way

**Desirable**

* Experience of working in Adult Social Care
* Experience of working in a multi-cultural setting and a good level of cultural competence
* Working knowledge of a language other than English that is spoken in Bristol