



Assembly

Job Pack

**enable
works**

Our values

Our values guide us in everything we do

1

Ambition

We set ambitious goals and high standards for ourselves. We strive to improve the lives and experiences of the communities we serve

2

Challenge

We challenge the status quo when there is a better way.

3

Impact

We focus all our efforts on impact and outcomes for the people and communities we serve.

5

Integrity

We make the right decisions, not the easy ones

4

Equity

We believe everyone has the right to live in a fair and equal society.





We believe that every person in Scotland has the **right** to work in a job that is high **quality** and **well paid**.

Enable Works supports over **7000** people every year across **30** Scottish Local Authorities to learn **skills** for **work**.

We meet clients in a variety of settings including in **schools** and **universities** and out in the **community**.

We **partner** with thousands of employers to create **inclusive** cultures and improve the **diversity** of Scotland's workforce.

Together we will **challenge perceptions** of disability and **unleash potential**.

A decorative graphic in the bottom right corner consisting of two overlapping curved lines, one in a lighter blue and one in a darker blue, sweeping upwards and to the right.

Why are we needed?

Disabled people experience **significant barriers** to employment and are **underrepresented** in Scotland's **workforce**.

The **Disability Employment Gap** refers to the difference in employment rates between disabled people and the rest of the working age population. The disability employment gap in Scotland is currently **31.2%**, the **biggest** in the **UK**. For someone who has a **learning disability** the gap is even bigger – **75.1%**

But even when in work, disabled people still experience disadvantage and for every pound a non-disabled person earns in work, a disabled person earns **just 83p**.

It's not good enough and we want to change it.

Success to us means everyone **who can** and **wants to work** has the right support and opportunities that **enables** them to **thrive** and live a **good life**.

What we do





Our commitment to Equity, Diversity and Inclusion

We don't just accept difference, we wholly **support** it and **celebrate** it. Achieving **diversity in the workplace** is a **priority** at Enable Works.

Our **culture** is one of our **greatest assets** and it's important to us that we **recognise** and **value** each other's differences and treat each other **fairly** and with **respect**. We create a space where you can bring your **authentic self** to work and we **foster a culture** where you can **challenge, grow** and **learn** from each other.

"At Enable Works there is respect and understanding at all levels of the business and we are empowered and encouraged to take ownership for our roles, and helped to develop"

Employment Coordinator

We want our team to reflect the **communities we serve** and our **shared ambitions** for our clients. We are a team of **people who support people** to achieve their goals and aspirations.

We offer **flexible working practices** that promote a **strong work/life balance** so that when you are at work you can be the **best version of you**.

Values are more important to us than qualifications or experience, so if you don't think you meet every requirement that's ok, we still want to hear from you.

At Enable Works we are **dedicated** to building a **diverse** and **inclusive** workplace, so if you are **excited** about this role but your past experience doesn't align perfectly, we **encourage you to apply** anyway. You may be the right candidate for this role, or other roles.

Our commitment to you

We want you to be able to perform **the best you possibly can** be through the interview process and be able to fully **demonstrate your skills** and **suitability** for the role.

We want to **get to know you** and see if you're a **good fit** for the job- it's not to catch you out!

We offer all candidates the interview themes ahead of time so you can prepare your answers in advance- we genuinely want you to do well and to hear your best answers, it's not a memory test!

We encourage you to **speak to us** about any **accommodations, adjustments** or **support** you may need to the interview process.

Some **examples** of adjustments we have provided include:

- **Offering a choice of face to face interview or online**
- **Changing the time to avoid peak travel or the school drop off**
- **Providing additional time with interview assessments**
- **Having a job coach with you at the interview for support**
- **Offering a practical work trial**
- **Walking interviews**
- **Visit to the venue in advance**

If you **choose** to interview in person, our venues are fully **accessible** and we ensure you can **access them easily** using public transport.

Adjustments can **look different for everyone**- it's also okay if you're **not sure** what you need, speak to us and **we can help**.

Income Maximisation Officer

35 hours per week
£37,000

Role Profile

Your role, as an Income Maximisation Officer, is to alleviate poverty, hardship and disadvantage by providing information, advice and advocacy on welfare benefits. You will help clients identify and claim their full benefit entitlement, access grants and support services, and build the confidence and knowledge to manage their own finances going forward.

What will you do?

You will work largely out in the community, engaging clients face to face, or by telephone or online. You will work with clients on a one to one basis to understand their circumstances and identify the full range of benefits and support available to them.

You will provide high quality support by:

- Providing information, advice and support across a wide range of welfare benefits and better off in work calculations
- Identifying the appropriate benefits based on individual circumstances, provide support to complete claims, gathering required information and evidence
- Promoting self-service where appropriate, giving clients the tools to make informed decisions for the long term, not just a quick fix
- Advocating on behalf of clients with the DWP, HMRC and Social Security Scotland to ensure they receive the correct award or information
- Identifying where it's appropriate to refer a client on to a specialist adviser, such as a Welfare Benefits Officer or Debt Advice Officer
- Identifying and applying for any available grants to help relieve a client's financial hardship
- Liaising with colleagues across Enable Works and partner services in relation to welfare benefits advice and support
- Delivering a service in line with recognised advice and information standards

What will you do?

You will help clients maximise their incomes, resolve financial hardship and build and maintain financial resilience. You will do this by:

- Meeting regularly with your clients to ensure they are progressing towards their financial goals and improving their financial resilience
- Representing Enable Works at local and national external events
- Keeping up to date with relevant legislation and changes to the benefits systems
- Working in partnership with other agencies and organisations to access specialist interventions for clients
- Innovating and collaborating across your team to support the wider Enable Works performance and delivery
- Providing high quality aftercare support and follow up advice where needed

You will be accountable for:

- Keeping accurate and up-to-date records of client income, benefit checks and applications and income gains
- Managing your own workload and prioritising competing demands
- Maintaining internal and external client data systems
- Handling and processing sensitive information in line with Enable Works GDPR and data protection policy
- Maintaining confidentiality at all times
- Reporting accurately on all activity as requested
- Meeting performance expectations including number of people support and benefit checks completed

Contribution to strategy:

- Sharing best practice and opportunities with your colleagues
 - Positive and flexible response to change
 - Collaborative approach to team and departmental delivery
 - Taking part in our regular staff get togethers and sharing your experiences, challenges and successes!
- 

The skills you will bring

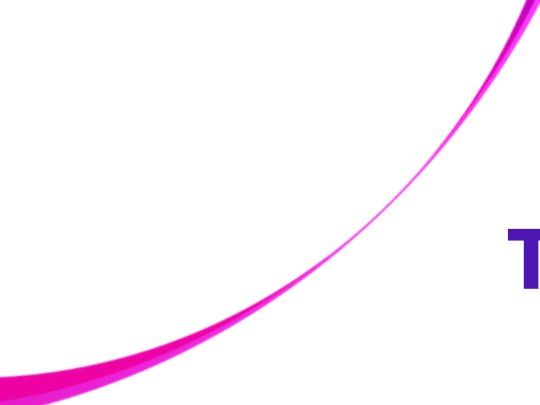
We really need you to have these

- The drive, energy and commitment to support clients to maximise their income and resolve financial hardship
- Excellent numeracy and literacy
- Strong organisational skills and the ability to manage competing demands and deadlines
- Ability to manage your own time and diary effectively
- Strong customer care and problem solving skills
- Attention to detail, with the ability to work accurately and follow instructions
- Strong IT skills
- Confident, empathetic communicator, comfortable supporting people who may be distressed or facing difficult circumstances
- Ability to work well as part of a team and use your own initiative
- Comfortable working towards targets
- A full driving licence

Why?

Our vision is that every disabled person in Scotland is able to access the support they need to find and sustain a high quality job that pays them well, and your drive and commitment to income maximisation will help them do this. You will recognise each client's individual circumstances and work with them to secure the income and support they are entitled to.

Our culture is autonomous so that means we trust you to make the right decisions for your clients, therefore you need to manage your workload well and be accountable for your time. Attention to detail is important as it means you can work accurately and follow instructions, particularly given the technical nature of benefits advice and advocacy.



The skills you will bring

Having the confidence to get out and engage colleague, clients and partners in your local community will be key to the success of your programme. We expect you to source the best financial outcomes for your clients and this can mean reaching out and making new connections within your community to do this.

You will be representing your clients and Enable Works in everything you do so you will need a professional, can-do attitude. Our reputation is important to us.

We have high expectations for our clients and you will be given a work plan with targets. We will support you throughout but you need to be comfortable working towards and achieving them.

We would love it if you had these

- A recognised qualification in welfare rights, money advice or financial capability
- Relevant experience providing welfare benefits advice, ideally with vulnerable people
- Experience working with vulnerable adults
- Experience building relationships with external agencies and partners
- Experience working in a multidisciplinary or partnership environment
- Experience working in a front-line customer service setting
- Understanding of relevant welfare and financial policy and legislation
- BSL language skills



Our benefits

We believe in **developing** all our staff and we provide an extensive **learning programme** together with **career development** opportunities.

Examples have included:

- **Job Specific training including Modern Apprenticeships and Graduate Apprenticeships**
- **PDA in Supported Employment at SCQF Level 7**
- **Leadership Development**
- **Executive MBA**
- **Support with applying for international scholarships**
- **Mentoring with senior leaders**

We also provide time monthly for staff to "**Drop Everything and Learn**" and staff have taken up opportunities to **learn BSL** and **upskill** in new areas of work . We also encourage shadowing and learning across our teams so you can better understand different areas of the business. Your **learning journey** is **driven by you** and **your aspirations** and is fully **supported by us**.

We also have an excellent range of staff benefits including:

- Health cash plans providing a wide range of health benefits to help people cover the cost of their everyday health care.
- Employee Assistance Programme
- Blue Light Card
- Cycle to Work Scheme
- Season Ticket Loans