

Job Description

Job Title	:	Information and Advice Services Coordinator
Reporting to	:	Chief Executive
Salary	:	£34,000 – £38,000 per annum (dependent on experience)
Pension	:	4% contribution
Hours	:	35 hours per week
Duration	:	Fixed-term – until October 2028 (with potential for extension)
Location	:	Haringey N22
DBS	:	Enhanced
Start Date	:	January 2026

Introduction

Disability Action Haringey (DAH) is a user-led Deaf & Disabled People's Organisation (DDPO), led by and for D/deaf and disabled people across the London Borough of Haringey. We are rooted in the social model of disability and are committed to promoting independence, equity, accessibility and choice for all D/deaf and disabled people. We provide free, person-centred, trauma-informed services that help residents access their rights, navigate barriers and live with dignity.

Purpose of the Role

The Information and Advice Services Coordinator will lead and manage the delivery of DAH's community advice and advocacy service. You'll play a key role in coordinating daily operations, supporting staff and volunteers, carrying a small complex caseload, and leading on quality assurance. You will be responsible for ensuring that DAH's advice work remains person-centred, legally compliant, and aligned with our values of inclusion and empowerment.

Key Responsibilities

- Coordinate and oversee delivery of advice and advocacy across welfare benefits, housing, health and social care.
- Support and supervise advice staff and volunteers in dealing with complex or multi-issue casework.
- Carry a small caseload of complex clients and ensure accurate, timely record-keeping on the case management system.
- Lead on quality assurance across the service, including preparation for Advice Quality Standard (AQS) accreditation.
- Ensure compliance with safeguarding, data protection and internal policies.
- Build and maintain relationships with local authorities, health and social care professionals and third sector partners.
- Contribute to regular monitoring and evaluation reports, including producing case studies and impact summaries.
- Promote a values-led, trauma-informed and inclusive team culture through peer learning and reflective practice.

- Identify service improvements and share insights to support DAH's influencing, campaigning and policy work.

Person Specification

The following criteria will be used to assess candidates at the application and interview stage.

Essential	Desirable
• Minimum 24 months' experience in advice, advocacy or support work (paid or voluntary). • Sound working knowledge of key issues facing D/deaf and disabled people including welfare benefits, housing, social care and health. • Experience supporting people with complex needs or multiple barriers. • Experience working with or in partnership with statutory services (e.g. DWP, local authority, NHS). • Demonstrated ability to supervise, mentor or support peers and volunteers. • Ability to manage a small caseload while overseeing service delivery. • Strong written and verbal communication skills. • Proficient IT skills, including use of Microsoft Office and case management systems. • Commitment to the social model of disability and DAH's values of equity, dignity and inclusion. • Ability to work flexibly, independently and as part of a team.	• Relevant advice or support qualification (e.g. IAG Level 3 or equivalent). • Experience using AdvicePro or similar case management systems. • Understanding of trauma-informed practice and how to apply it in advice settings. • Lived experience of disability or long-term health conditions. • Knowledge of the local authority landscape in Haringey.

This is a description of the job as it is at present. It does not form part of the contract of employment. Job descriptions are regularly reviewed and altered, when necessary, in conjunction with the postholder.

Why join DAH? What We Offer

- A salary of £34,000 – £38,000 depending on experience.
- Defined contribution pension scheme (4% employer contribution).
- Free Benenden Health membership.
- Access to Employee Assistance Programme (EAP).
- Free staff parking (first come, first served).
- 20 days annual leave (plus bank holidays).
- Training and development opportunities.
- A flexible and inclusive working environment.

Applicants must send both a covering letter and CV. Your covering letter should give clear evidence, with examples of how you meet the person specification. **If applicants only send a CV, their application will be rejected.** Please send both your covering letter and CV to recruitment@d-a-h.org