

## Role Outline- Southwark Disability Hub Information and Guidance Worker

We want to make sure our recruitment process is accessible to everyone. If you need any reasonable adjustments to help you apply or interview for this role, please let us know. We are more than happy to support you. Please let us know if you need this Role Outline in a different format.

### **KeyRing Mission**

KeyRing connects people and inspires them to build the life they want.

### **KeyRing Vision**

A welcoming world with communities that celebrate the skills and talents of everybody.

### **KeyRing Behaviours**

We are:

**Ambitious:** for ourselves and the people we support

**Brave:** to live by what we stand for

**Connected:** to help people and communities thrive

**Job Title:** Information and Guidance Worker

**Application Deadline:** 06/07/2026 (Interviews will take place on week beginning 13/07/26)

**Location:** London Borough of Southwark, London, UK. Primarily based at the Southwark Resource Centre, SE17 2QB.

**Reports to:** Southwark Disability Hub Manager

**Salary:** £26,676.00

**Contract Type:** Part-time- 24 hours per week which can be split across 3-5 days according to your preference and the service's needs. Ideally, one of your working days would be Mondays. However, this can be discussed further with the Southwark Disability Hub Manager.

### **Job Overview:**

The Southwark Disability Hub is an exciting service funded by London Borough of Southwark. It opened in June 2025 and is ran by KeyRing Living Support Networks.

The Southwark Disability Hub is the go-to place for disabled, d/Deaf and neurodivergent people in Southwark to:

- Get information and guidance
- Find out what opportunities are available in local neighbourhoods
- Get involved with the Disabled People's Action Forum to influence council strategies, plans and services
- Get support to book Targeted Short-Term Breaks for children and young people with SEND
- Join a wide range of groups and activities developed with disabled people

The Southwark Disability Hub is based at the Southwark Resource Centre which hosts services and organisations which aim to improve the lives of Southwark residents.

As an Information and Guidance Worker, you will provide high-quality, accessible information and guidance to disabled people, their families and carers in Southwark. You will support residents to navigate health, social care, welfare, housing, and community services—promoting independence, reducing inequalities, and ensuring disabled people's voices are centred in shaping local provision.

We want our team to reflect the brilliant diversity of the community we work with. We value lived experience of disability and see it as an asset to this role. Therefore, we highly encourage applications from d/Disabled people, Southwark residents, and people from Black, Asian, and racialised communities. If you are hardworking, adaptable and empathetic, we want to hear from you.

### **Key Responsibilities:**

#### Information and Guidance

- Provide signposting and guidance on accessing welfare benefits, adult social care, housing, health services, training/employment, groups/activities, culturally specific support, accessible transport.
- Provide low-level support to Southwark residents such as with completing forms or navigating online systems at in-person appointments, over the phone or via email.
- Conduct Parent Carer Needs Assessments conversations- identifying support opportunities and targeted signposting for parent/carers of children with SEND in Southwark.
- Build and maintain relationships with local organisations and Council partners to improve referral pathways.

#### Recording, Monitoring and Outcomes

- Monitor Southwark Disability Hub email inbox; categorise and respond to emails and sort into correct folders.
- Monitor voicemail system; record and respond to messages.
- Maintain accurate records using enquiries management systems.
- Complete Parent Carer Needs Assessments follow up documents and prepare promotional packs.
- Provide data and case studies to support reporting and service improvement.
- Gather feedback from residents to inform service design and improvement.
- Work towards agreed service targets and KPIs.

#### Outreach and Community Engagement

- Deliver outreach sessions in community settings across Southwark (e.g., libraries, GP surgeries, community centres).
- Assist with Disabled People's Action Forum meetings and Southwark Disability Hub community events (occasional evening work).
- Monitor reception during Southwark Disability Hub group activities.
- Keep up to date with local opportunities relevant for disabled people.

#### Targeted Short Breaks Offer

- Manage and review bookings for the Targeted Short Breaks offer (after school, weekend and holiday activities for children with an Education and Health Care Plan in Southwark).
- Approve or decline bookings in a timely and transparent manner.
- Communicate decisions clearly and sensitively to families and providers.
- Liaise with providers to ensure smooth process of Targeted Short Breaks Offer
- Monitor patterns of demand and escalate issues or gaps in provision.
- Managing activity listings on EEQU website where Targeted Short Breaks are advertised.
- Managing holiday 'go live' periods for listings on the EEQU website.

#### Safeguarding and Risk Management

- Identify safeguarding concerns and take appropriate action in line with Southwark and KeyRing safeguarding procedures.
- Adhere to GDPR and confidentiality requirements at all times.

**Person Specification:**

<b>Area</b>	<b>Criteria</b>	<b>Desirable/Essential</b>
Knowledge	Understanding of issues affecting disabled people and barriers to inclusion	Essential
	Knowledge of welfare benefits and social care systems	Desirable
	Knowledge of local services and opportunities for residents in Southwark	Desirable
Experience	Experience of providing information, guidance, or support services via email, over the phone and in-person	Desirable
	Experience working with a wide variety of people from different backgrounds and walks of life	Essential
Skills	Excellent call handling skills	Essential
	Strong email and written communication skills	Essential
	Exceptional interpersonal skills, creating a welcoming environment for residents during face-to-face contact	Essential
	Ability to maintain accurate records and use IT systems including Microsoft 365	Essential
	Good time management skills and ability to multi-task	Essential
	Ability to communicate in a community language (especially Spanish, Somali, Yoruba, Portuguese or British Sign Language)	Desirable
Personal Attributes	Empathetic, non-judgemental approach	Essential
	Lived experience of disability	Desirable
	Inclusive mindset and a commitment to creating a safe environment for everyone	Essential
	Ability to manage your own workload and take initiative, while knowing when to escalate issues	Essential
	Adaptability to changing systems and the ability to learn things quickly	Essential

Please note, an enhanced DBS check will be carried out as part of the recruitment process if you are successful in the interview stage. If you are not currently on the DBS Update Service, we will support you to complete a new check. Having a criminal record will not necessarily exclude you from working with us. We believe in fair treatment and look at every situation individually. All we ask is that you are open and honest with us from the start so we can discuss it openly during the application process.

Please ensure your application is written in your own words. Rather than generic answers, we are looking for specific, real-life examples drawn from your professional, voluntary, or lived experiences

Please contact Rhiannon Copeland, Disability Hub Manager on 07717896824 or [rhiannon.copeland@keyring.org](mailto:rhiannon.copeland@keyring.org) if you have any questions about the role or recruitment process.