Fixing the Big Issues for Disabled People in Buckinghamshire
Charity No 1102511
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Registered Address (no callers): BuDS, c/o B P Collins LLP, 20 Station Road, Gerrards Cross, Buckinghamshire, SL9 8EL

Volunteer Role Description

Fair4All Card Decision Maker

Hours: Variable to suit volunteer – volunteer when you like

Location: Remote using MS Teams – volunteer where you like

Role Purpose: **To make decisions about who is entitled to the Fair4All Card.**

Background

The Fair4All Card is a secure photocard issued only to disabled people. Card holders show the Card to retailers, service providers and others they meet in their everyday life when they need to. The Card is an important aid for disabled people to live independently as it helps them get the support they are legally entitled to receive.

The Fair4All Card is unique because it identifies the bearer as a disabled person within the meaning of the Equality Act 2010 and lists specific forms of help and support that they are legally entitled to receive in the community as 'reasonable adjustments' under that Act. This makes the Card a way for disabled people to assert their rights in society, rather than plead for special assistance.

It is important that retailers, service providers and community organisations have confidence in the Fair4All Card and what it says about the card holder. For that reason, people applying for the Card are asked to provide evidence that they are a disabled person within the meaning of the Act and are entitled to the specific adjustments listed on the Card in usual community settings.

What Does the Role Involve?

Fair4All Card Decision Makers are responsible for making the internal decision on behalf of the charity about whether someone is entitled to a Fair4All Card. You'll be part of a supportive team of staff and volunteers, all working remotely through MS Teams, with a designated support member of staff.

Fair4All Card applications are managed through an online portal. It's a simple multistage process:

A. The disabled person applies for the Card through the portal (there are other ways to apply if that's an issue for them), including uploading any evidence. The applicant says what adjustments they would like listed on their Card.
B. The Card applications team of staff and volunteers use the portal to look at the application, make sure it is complete and that there is enough evidence to support the application.
C. A small team of Card Decision-Makers (you) use the portal to look at the application again and decide whether there is enough evidence to establish that the applicant is a disabled person under the Equality Act and entitled to the adjustments.
D. The Decision Maker, using the portal, can approve the application as it is, leave a note for the applications team to get more evidence or ask more questions, or refuse the application. There is a secure online team where you can ask the other Decision Makers for advice or support.

E. The applications team will then use the portal to take the necessary action. Eventually, they will print a Fair4All Card and send it to the applicant.

As a Decision Maker, you and other members of the Decision Makers team will get regular notifications from the portal about applications waiting to be approved. You can choose to have these on your mobile or laptop/tablet, or both. It's up to you whether or when to respond. The system is designed to be as flexible and easy to use as possible, for busy people who only have an hour to spare occasionally, disabled people who may have varying availability, or people who have some time on their hands and want a role which helps others and uses their skills.

There is training provided for the role and using the applications portal, and there is friendly support always available. We provide a secure log-in to BuDS systems and all the software you may need.

Obviously, if you as a disabled person need any support or practical help to enable you to volunteer, we will be delighted to provide it. We strongly encourage disabled people to apply for this volunteer role.

Confidentiality & Other Legal Stuff

This isn't a public-facing role, and your identity will not be disclosed to the applicant or anyone else. BuDS does not disclose any information about its volunteers except with their explicit consent, and we do not data-share with DWP or any other charity or organisation. You can volunteer entirely privately if that suits you.

You will not be held personally responsible for any decision taken to approve or refuse a Card. The responsibility is the charity's and is covered by extensive liability insurance. BuDS has a standard volunteer agreement which makes this clear, which you will be asked to sign. You will also be asked to sign a standard confidentiality agreement as you will have access to sensitive personal data as part of this role.

BuDS safeguards all its staff and volunteers, and an enhanced DBS check will be completed before you are appointed. We will also ask for two work or character referees.

What Skills or Experience Are Needed?

These are as follows:

- Experience of making evidence-based decisions, ideally in a legal or regulatory context.
- Experience of working with sensitive personal data and ability to maintain confidentiality and keep private information to themselves.
- A good background knowledge of disability, how conditions and impairments affect people, and the barriers disabled people face in the community
- Experience of remote online working, including working knowledge of MS Teams (training is available).
- Ability to work cooperatively and effectively with a wide variety of people including disabled people with impairments of all types.
- Understanding and appreciation of the Social Model of disability – see https://buds.org.uk/the-social-model-of-disability/.

How to Apply

To apply for this role, please send an initial email of interest with your CV attached to volunteering@buds.org.uk. Our Volunteer Coordinator will be in touch within a few working days to set up a quick and informal chat about the role and what happens moving forward. Once this is complete, we will then conduct a interview with the Fair4All Card Team, if you are still interested after this and are successful in the interview, we will start the internal onboarding process. You will be set up with BuDS access and an email address and have an induction to BuDS and an induction to the Fair4All Card team to get started.