

Job Description and Person Specification

**Macmillan Welfare Benefits Adviser**

**Terms:** Fixed term until 31<sup>st</sup> December 2019 with likely extension

**Hours:** 15-21 hours

**Salary:** £25,035 pro rata

**Benefits:** up to 5% matched contribution pension, 28 days' holiday plus bank holidays pro rata

**Location:** Churchill hospital

**Responsible to:** Senior Benefits Adviser

**Context of the role:**

This post is funded by Macmillan Cancer Support and based at our Churchill hospital office. This post will work alongside two other part time benefits advisers to deliver full casework service for people affected by cancer, including disability benefits and other sources of financial support such as grants and help with health and travel costs.

**Duties and Responsibilities**

**Service provision**

- Provide a full welfare benefits casework service for people affected by cancer, including disability benefits and other sources of financial support such as grants and help with health and travel costs.
- Liaise and negotiate with other statutory and voluntary organisations to progress the clients case and ensure they receive all assistance available.
- Maintain detailed (computerised) case records for the purpose of continuity of case work and information retrieval in line with the requirements of Citizens Advice and Macmillan Cancer Relief.
- Refer clients on to colleagues or other agencies as appropriate for specialist help with issues that fall outside the remit of the service, including housing, debt and employment.

- Provide advice and information on welfare benefits and other sources of financial help to health and social care professionals working with the client group.
- To provide cancer-specific benefits awareness training to colleagues and other health and social care professionals working with the client group.
- To support Macmillan/Citizens Advice's social policy work by providing case studies, and feedback on issues of concern to people affected by cancer.

### **Research and Campaigns**

- Assist with research and campaigns work by providing information about clients' circumstances.
- Provide statistical information on the number of clients and nature of cases and provide regular reports to bureau management.
- Alert other staff to local and national issues.
- Alert clients to social policy options.

### **Professional development**

- Keep up to date with legislation, policies and procedures and undertake appropriate training.
- Read relevant publications.
- Attend relevant internal and external meetings as agreed with the line manager.
- Prepare for and attend supervision sessions/team meetings/management team meetings as appropriate.
- Assist with Service initiatives for the improvement of services.

### **Administration**

- Review and make recommendations for improvements to bureau services.
- Use IT for statistical recording, record keeping and document production.
- Ensure that all work conforms to the bureau's systems and procedures.
- Provide statistical information on the number of clients and nature of cases.
- Keep up to date with policies and procedures relevant to bureau work and undertake appropriate training.

## **Other duties and responsibilities**

- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.
- Demonstrate commitment to the aims and policies of the CAB service.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

## **Person Specification**

1. At least two years' experience of advice work
2. Ability to work sensitively with a diverse range of clients
3. An understanding of the issues involved in interviewing clients, particularly clients for whom English is not their main language, and who may be experiencing stress and anxiety
4. Good professional boundaries and emotional resilience when faced with complex and potentially life threatening situations
5. An ordered approach to casework and an ability to follow set procedures concerning casework and file management etc.
6. Ability to use IT in the provision of advice and the preparation of reports and submissions.
7. Good oral communication skills with particular emphasis on negotiation and representation skills on the telephone.
8. Ability to communicate effectively in writing with particular emphasis on negotiation and representation skills and on preparing reviews, reports and correspondence.
9. Numeracy skills required to understand statistics and check calculations.
10. Ability to monitor and maintain own work to comply to set standards.
11. An understanding of and commitment to the Aims and Principles of the Citizens Advice service including the services Equal Opportunities policies.
12. Ability to work independently without close supervision, to prioritise own work, meet deadlines whilst contributing to the wider Citizens Advice team

13. Demonstrable in-depth knowledge of welfare benefits including those related to disability and sickness.
14. An understanding of the issues facing people affected by long-term illness and disability.
15. Knowledge of or willingness to gain an understanding of Macmillan services and policies.

In accordance with Citizens Advice national policy we will ask the successful candidate to be screened by the DBS. However, a criminal record will not necessarily be a bar to your being able to take up the job

Please return the completed application form to [recruitment@cab-oxford.org.uk](mailto:recruitment@cab-oxford.org.uk) by **5pm Tuesday 5<sup>th</sup> March**