



PURPOSE OF JOB: MACMILLIAN WELFARE BENEFITS ADVISER

To provide a high quality, effective and efficient advice and casework service to people affected by cancer and contribute to social policy work in accordance with the aims and principles of Citizens Advice and the requirements of its Membership Scheme.

MAIN DUTIES AND RESPONSIBILITIES:

1) Advice Work

Project-specific requirements for Macmillan Professional/ Generalist Adviser:

The post holder will provide information, advice and guidance to clients through our Macmillan-funded Welfare Benefits project, providing a welfare rights advice service to people affected by cancer in the London Borough of Hillingdon to maximise their income and mitigate affect of income shock. There is a particular emphasis on reaching under-served communities as much as possible. The role of the adviser working on the Macmillan project is to:

- 1.1 Interview clients face-to-face and on the telephone, using sensitive listening and questioning skills in order to allow clients to explain their problem(s) and explore options.
- 1.2 Use Citizens Advice Advisernet and other appropriate resources to find, interpret and communicate all relevant information to clients in a manner they can understand.
- 1.3 Provide appropriate advice, researching and exploring options and implications, to help clients set priorities and make informed decisions.
- 1.4 Provide a full welfare benefits casework service to clients affected by cancer, including disability benefits and other sources of financial support such as grants and help with health and travel costs. Assist clients to prepare for benefit appeals.
- 1.5 Act for the client using appropriate communication skills and channels. Undertake main enquiry casework on clients' behalf, write letters, negotiate with third parties as required.

- 1.6 Sustain effective working relationships with outreach agencies and other relevant stakeholders to ensure good service delivery is being provided.
- 1.7 Maintain clear, timely and accurate case records that meet the quality standards required for continuity of casework, information retrieval, statistical monitoring, accountability and report preparation. Gather client feedback to measure client satisfaction and suggestions to improve service.
- 1.8 Seek support as necessary to ensure a high quality of advice, good practice and the degree of casework taken on is appropriate.
- 1.9 Co-operate with the arrangements of the Advice Session Supervisors in providing cover and delivering the advice services required.
- 1.10 Work in a variety of settings including community outreach, hospitals and local authority offices as required and when doing so, promote the service.
- 1.11 Liaise with statutory and voluntary organisations such as the Department of Work and Pensions, HMRC, Social Services and community organisations as appropriate and stay up to date with changes in local policies and services.
- 1.12 Ensure all work meets the quality standards and the requirements of Macmillan Cancer Care and maintain any additional records needed.

2) Training and Professional Development

- 2.1 Complete the training required to comply with quality assurance processes in a timely manner and ensure GDPR-compliant training is completed on an annual basis. Attend when requested training provided by Macmillan Cancer Care.
- 2.2 Keep up to date with new and changing legislation, policies and procedures and with local and national issues relevant to Macmillan project.
- 2.2 Read Citizens Advice circulars and information items, and relevant publications to ensure up to date knowledge in advice work and Macmillan service.
- 2.3 Attend regular training to develop knowledge, skills and expertise and relevant internal and external meetings as agreed with the line manager
- 2.4 Participate constructively in staff meetings, team meetings and supervision sessions.
- 2.5 Undergo training in Information & Communication Technology and case management software and apply it as needed to carry out the tasks of the post.
- 2.6 Assist in the training of volunteers from the local community as and when required.

3) Administration

- 3.1 Ensure information sources you use are up to date.
- 3.2 Maintain statistics, records and analysis of work in accordance with CAH's systems, procedures and funding conditions.
- 3.3 Be responsible for own file management and letter writing and implement admin procedures as directed by the line manager.
- 3.4 Comply with GDPR and cyber security measures in use of telephony and IT equipment for multichannel delivery of advice services.

4) Research and Campaigns

- 4.1 Recognise the root causes of problems and contribute evidence, highlighting issues of particular concern to disadvantaged groups and to clients in general.
- 4.2 Support research and campaigns work through various channels including case studies, data collection and client consent.
- 4.3 Participate in local and regional research and campaigns initiatives developed by CAH, its projects and partner organisations.

Policies of the Citizens Advice Service:

The post holder must:

- Understand and demonstrate commitment to the aims, principles and policies of Citizens Advice and the CAH service.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues
- Have due regard in the planning and execution of their duties at all times to the aims, principles and policies of CAH and Citizens Advice.

Other duties and responsibilities

In addition to the above tasks and duties, the post holder will be required to carry out such other tasks and duties which may be identified as being generally compatible with the post and to the aims of CAH.

Special Features (as required):

To attend CAH and Macmillan meetings. Also represent CAH as and when required within Citizens Advice and to other organisations both during the day and occasionally in the evenings and at weekends.

The post holder will be based at offices of CAH and required to work from community venues as well as conduct home visits to see clients as directed.