**Job Description – Welfare Rights Adviser**

To be read in conjunction with Person Specification. It is used at the short listing and interview stage to decide how suitable each candidate is to take on the role. Cancer Support Yorkshire does not necessarily expect that each candidate will fulfil all the criteria listed in the Desirable column but any ‘gaps’ could form areas for development in the future.

|  |  |  |
| --- | --- | --- |
| Location | | Bradford |
| Post | | Welfare Rights Adviser |
| Salary | | £12.67 per hour + Pension 3% |
| Hours | | PT - minimum 21 hours to maximum 30 hours per week |
| Reports to | | Senior Welfare Rights Adviser |
| **Organisation Expectations** | | |
| To act as a Benefits Adviser for a team which provides a comprehensive income maximisation service to people affected by cancer and to the health and social care professionals | | |
| **Outline of Post** | | |
| 1 | To work as part of the overall Cancer Support Yorkshire team and work towards achieving the objectives and vision of the organisation | |
| 2 | Manage and respond to referrals | |
| 3 | Conduct telephone and face-to-face interviews to holistically assess the needs of the people referred for our services | |
| 4 | Appropriately tailor advice to promote independence and well-being | |
| 5 | To provide benefits and related legal guidance to cancer patients (including palliative care patients) and their carers. To identify benefit entitlement and assist in making and maintaining claims | |
| 6 | To liaise with statutory bodies (including the Department for Work and Pensions, Inland Revenue and local authorities) on behalf of service users to progress their claims | |
| 7 | To provide a follow up service to carers after bereavement | |
| 8 | To make applications to charitable sources for assistance when appropriate | |
| 9 | To liaise with other service providers to actively signpost service users to appropriate agencies for help with other needs you have identified that fall outside of the remit of the service. E.g. Social services, other advice agencies, health and social care services, etc. | |
| 10 | To provide advice services flexibly to ensure the service meets the needs of our service users. e.g. Visits carried out in their home, hospital, hospice etc. | |
| 11 | To operate the service in line with Community Legal Service quality mark requirements at casework level | |
| 12 | To accurately maintain computerised case records in line with requirements of Cancer Support Yorkshire and the community legal services | |
| 13 | To provide information for audit and evaluation purposes | |
| 14 | To undertake training and personal development in order to maintain a current working knowledge of the welfare benefits system and to develop and maintain an understanding of cancer, it’s symptoms and treatments | |
| **General Requirements** | | |
| Eligibility to work in the UK | | |
| Demonstrate understanding and commitment to equal opportunities and diversity | | |
| To work within Cancer Support Yorkshires policies and procedures at all times | | |
| To support the Director in developing and sustaining the Organisation and undertake any other duties as requested | | |

**Person Specification – Welfare Rights Adviser**

The person specification should be read in with the job description. It is used at the short listing and interview stage to decide how suitable each candidate is to take on the role. Cancer Support Yorkshire does not necessarily expect that each candidate will fulfil all the criteria listed in the Desirable column but any ‘gaps’ could form areas for development in the future.

|  |  |  |  |
| --- | --- | --- | --- |
|  | Essential {insert tick  where appropriate} | Desirable {insert tick where appropriate} | Identified by  A = Application form  I = interview  T = Test  R = References |
| **Approach** | | | |
| To be adaptable and flexible in order to meet changing work priorities | ✓ |  | AF I & R |
| Ability to build and maintain effective relationships with external stakeholders | ✓ |  | AF I & R |
| Self-Reliant and able to contribute as an effective team and organisational player | ✓ |  | AF I & R |
| Commitment to own continued development with a willingness to share best practice with colleagues and learn from others. | ✓ |  | AF & I |
| Have a solution focused attitude | ✓ |  | AF I T & R |
| Demonstrate a willingness to raise awareness for the organisation | ✓ |  | AF & I |
| Demonstrate empathy for people affected by cancer | ✓ |  | AF & I |
| **Knowledge and Skills** | | | |
| Excellent welfare benefits and debt knowledge. (Minimum of a year’s experience) including in depth casework | ✓ |  | AF I T & R |
| Knowledge of tribunal procedures |  | ✓ | AF & I |
| Knowledge of Quality Mark |  | ✓ | AF & I |
| Evidence of continued personal development |  | ✓ | AF & I |
| Demonstrate a commitment to the organisation, and a willingness to participate in shaping the future of the organisation to meet client needs | ✓ |  | AF & I |
| Able to build and maintain relationships whilst maintaining appropriate professional boundaries | ✓ |  | AF & I |
| **Experience** | | | |
| Practical work experience of providing advice to clients and managing own caseload. | ✓ |  | AF I T & R |
| Experience of providing advice on a wide range of welfare rights issues e.g. employment, housing etc. | ✓ |  | AF I T & R |
| Experience of dealing with members of the public over the telephone and face to face. In particular, supporting people who may be distressed and anxious. | ✓ |  | AF I & R |
| Experience of juggling work priorities within a busy working environment | ✓ |  | AF I & R |
| Good organisational skills, planning managing and monitoring own workload. | ✓ |  | AF I & R |
| Language Skills e.g. Urdu, Polish, BSL |  | ✓ | AF |
| Excellent verbal communication skills with the ability to communicate effectively at all levels |  |  | AF & I |
| Good technical literacy of Microsoft applications, AIMS and other databases | ✓ |  | AF I T & R |
| Good written communication skills | ✓ |  | AF & T |
| Experience of working within a voluntary organisation or similar | ✓ |  | AF |
| **Circumstances and personal** | | | |
| Commitment to delivering service in most appropriate place by telephone, Centre, Hospital, Hospice or in clients’ own home | ✓ |  | AF |
| Must hold a valid UK driving licence and have access to a car for work purposes | ✓ |  | AF |
| Willingness to work flexibility to meet the needs of the organisation | ✓ |  | AF |

Appointments are subject to Cancer Support Yorkshire receiving an enhanced disclosure from the Disclosure and Barring Service that we consider acceptable.

We welcome applications from all sections of the community.

APPLICATION

For an application pack and further information, please visit: <https://cancersupportyorkshire.org.uk/about-us/join-the-team/>

Please email completed applications to: [j.barrett@csyorkshire.org.uk](mailto:j.barrett@csyorkshire.org.uk)

Closing date: Monday 21st March 2022 by 17.00pm

Interview date: Thursday 24th March 2022\*

\*Please note that interviews may take place online during this phase of working. If you are selected for interview, on the same day and before the interview you will be required to complete a test. Details of this will be emailed to you along with your interview time and how to access the interview.