

Job Description

Job Title:	Benefits Advisor (3 year Fixed term)
Department:	Support Services
Reporting to:	Advice Services Manager
Location:	Home based / Head Office with some travel as required

PURPOSE OF ROLE:

To deliver remote welfare benefits advice and assess needs for holistic support for people with a life limiting cancer diagnosis through making fast tracked benefits claims, helping people access grants, offering practical support and exploring end-of-life practical matters with individuals.

To develop partnerships and referral networks with organisations that support people with a limited prognosis, as well as developing resources for individuals to support around End of Life planning.

Main Duties and Responsibilities:

Client Services:

- To work with other members of the Support Services Teams and partner organisations to provide a welfare benefits advice and support to clients and their families across Wales.
- To manage and organise a varied and complex caseload covering all areas of benefits and other entitlement, including form filling, gathering information and liaising with third parties.
- To work with each client to identify all non-clinical needs in relation to a cancer diagnosis and refer on to other Tenovus Cancer Care and external services as required.
- To work with each client to identify need and enable access to relevant end of life planning and support such as wills, practical arrangements, and emotional support.
- To act as an advocate for clients and be able to signpost/refer them to appropriate services for advice on issues and services that Tenovus Cancer Care cannot provide.
- To liaise with the DWP, local authorities, Tribunal Service, and other organisations to resolve individual issues, and to raise wider policy concerns either with the Manager or through relevant advice networks.

Service Development:

- To establish new and develop existing links with partner organisations and NHS teams to promote the service, focusing particularly on end of life care.

- To develop written materials to support clients with their specific needs, particularly in relation to end of life matters.
- To liaise with other voluntary and statutory organisations to create a network of partners and referral pathways, to identify and support those that would benefit from the project.
- To work with the Volunteer Development Officer and Advice Service team to recruit, manage and support volunteers to enhance the work of the team.

Service Management

- To work within principles of client self-determination, confidentiality, and equal opportunity.
- To work accountably to the requirements of the Advice Quality Standard and to maintain computerised casework records.

Continuous Professional Development (CPD)

- To maintain knowledge and professional competence given continual changes in the law, regulations, policies and practises affecting welfare benefits and related issues.
- To maintain knowledge of local resources across Wales and act as a point of information for other staff and volunteers within Tenovus Cancer Care and colleagues from other agencies.

FLEXIBILITY STATEMENT

In addition to the duties and responsibilities outlines, you must be prepared to undertake such additional duties which may result from changing circumstances, but which may not of necessity change the general character or level of responsibility to the post.

CONFIDENTIALITY

Ensure, in the course of employment, complete confidentiality is maintained in respect of the Charity, its dealings, transactions, affairs and all other information relating to clients, participants, associates, staff etc. and to ensure that all information relating to the above is processed in accordance with the Data Protection Act 2018 and the EU General Data Protection Regulation ('GDPR')

COMPETENCE

You are responsible for limiting your actions to those which you feel competent to undertake. If you have any doubts about your competence during the course of your duties you should immediately speak to your line manager.

RISK MANAGEMENT

It is a standard element of the role and everyone's responsibility to fulfil a proactive role to the management of risk in all of their actions. This involves the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

HEALTH AND SAFETY REQUIREMENTS

All employees of the Charity have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Charity to meet its own legal duties and to report any hazardous situations or defective equipment.

SMOKING

All employees, whilst in Tenovus Cancer Care's employment, are required to adhere to the Charity's no smoking policy. Any breach of this policy will be deemed as gross misconduct.

WORKING WITH VOLUNTEERS

All employees, whilst in Tenovus Cancer Care's employment, may be required to recruit and manage volunteers. This is an expectation for all roles at Tenovus and full support will be provided by Tenovus' Volunteering department.

EQUAL OPPORTUNITIES

The Charity is committed to providing equal opportunities in employment and to avoiding unlawful discrimination in employment and against customers. All employees are expected to promote equal opportunities for staff and clients in accordance with the Charity's Equal Opportunity Policy and Procedure.

VALUES

The charity works within a culture that reflects the following values – Respectful, Bold, Creative, Supportive and Inspiring. All employees are expected to demonstrate and reflect these values in their day to day activities.

Person Specification

	Essential	Desirable
Experience & Knowledge		
Previous role as a welfare benefits adviser or equivalent with a minimum of 2 years' experience of managing a complex case load	●	
Practical experience of liaising and negotiating with the DWP/HRMC/Local Authorities or similar	●	
Experience of Person-Centred Service Delivery for vulnerable individuals		●
Experience of delivering information to, and developing information resources for a wide range of stakeholders including groups and individual	●	
Demonstrable experience of seeking, building and fostering professional partnership relationships, including delivering presentations		●
Knowledge of impact of cancer on individuals and families, and/or issues faced by those with a life limiting health condition		●
A comprehensive and up to date knowledge of the welfare benefits system & ability to reference Government legislation & policy development	●	
Experience of working with IT packages, including Microsoft Office, case management systems and other bespoke software	●	
Experience of training, supervising and mentoring volunteers		●
Understanding of the structure of the healthcare sector and points of access		●
Skills:		
Excellent inter-personal and communication skills in order to deliver a comprehensive, person centred service, with the ability to appropriately build rapport, persuade and guide.	●	
Ability to deal professionally and sensitively with a range of clients and third-party organisations, and work collaboratively and seamlessly with advice team colleagues	●	
Ability to responsibly manage and organise own work to ensure deadlines are met and outcomes achieved against targets and KPIs	●	
Excellent planning and organisation skills	●	
Ability to speak Welsh or commitment to learning		●
Willing to undertake a flexible approach to work with occasional evening and weekend work as required	●	
Willingness to undertake occasional travel across Wales	●	
Legally able to drive in the UK on a full licence		●