

Job Description

Job Title:	Benefits Advisor
Department:	Support Services
Reporting to:	Advice Services Manager
Responsible For:	All Wales (remote working)

PURPOSE OF ROLE:

To deliver a remote advisory service for welfare benefits and other entitlements to people with a cancer diagnosis and their families, across Wales.

Main Duties and Responsibilities:

Client Services:

- To work with other members of the Support Team and partner organisations to provide a welfare benefits advice and support service to clients and their families across Wales.
- 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 services as required.
- To manage and organise a varied and complex caseload covering all areas of benefits and entitlements.
- To act as an advocate for clients and be able to signpost them to appropriate services for advice on issues and services that Tenovus Cancer Care cannot provide.
- To assist clients in gathering information and completing claim forms; and liaise with third parties where appropriate.
- To liaise with other voluntary and statutory organisations and charities, to arrange for the provision of services and financial grants for clients.
- To enable and empower clients to deal with benefits matters themselves, including working with the wider Advice Service team to develop a range of self-help information and resources.
- 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.
- To work with the Volunteer Development Manager and Advice Service team to recruit, manage and support volunteers to enhance the work of the team.
- To signpost and refer to relevant external services as appropriate.

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 experience in a welfare rights adviser or equivalent role	●	
Practical experience of liaising and negotiating with the DWP/HRMC/Local Authorities and so forth	●	
Knowledge of impact of cancer on individuals and families		●
Experience of working within a health care environment		●
Experience of training and mentoring others	●	
Demonstrable experience of dealing effectively with change in the workplace	●	
Up to date knowledge & ability to reference Government legislation & policy development	●	
Skills:		
Highly effective communicator	●	
Ability to deal impartially and sensitively with a range of clients and third party organisations	●	
Ability to recruit, manage and support a team of volunteers		●
Ability to maintain accurate computerised records using patient centred databases e.g. Dynamics	●	
Ability to work independently and organise own workload to ensure deadlines are met	●	
Ability to communicate through the medium of Welsh		●
Willing to undertake occasional evening and weekend work as required	●	