

Macmillan Benefits Adviser

Job description

Team overview	The Welfare Rights Team provides a full, comprehensive and flexible welfare rights casework service to Citizens Advice Cheshire West (CACW) clients within a quality based framework.	
Reporting to	Welfare Rights Supervisor	
Location	Hybrid - Home/office/outreach	Significant travel required
Hours	37 hours per week, Mon - Fri	
Salary	£28,000	
Contract	Fixed term until 31 May 2026	
Role purpose	<p>Provide specialist welfare benefits advice, casework support, and guidance to people living with cancer, their families, and carers, with the aim of maximising household income.</p> <p>Assist clients in accessing all available financial support, including state benefits, tax credits, and other sources of funding.</p> <p>Offer practical help with completing application forms, submitting claims, and preparing appeals for benefit and tax credit tribunals.</p>	

	<p>Advise clients on related services and support options, signposting to appropriate agencies and resources.</p> <p>Support clients in applying for individual grants from Macmillan Cancer Support and other charitable organisations.</p>
Main responsibilities	Key tasks
Service delivery	<ul style="list-style-type: none"> • Provide a full income maximisation service for people with cancer and their families, including applying for disability benefits and other sources of financial support, such as grants, help with health and travel costs. • Provide advice and casework service to a specialist level for people with cancer and their families. • Assist clients to challenge benefits decisions, including preparation for benefit appeals.

	<ul style="list-style-type: none"> • Liaise and negotiate with other statutory and voluntary organisations to progress the client's case and ensure they receive all assistance available. • Maintain detailed electronic case records and other statistics for the purpose of continuity of casework, information retrieval and statistical monitoring and report preparation. • Refer or signpost 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, information, and cancer-specific benefits awareness training to colleagues and other health and social care professionals working with the client group. • Support Research and Campaigns work by providing case studies and feedback on issues of concern to people affected by cancer. • Provide services through outreach in health and care settings, home visits, by telephone, via email or virtually (not sure if this is possible?) • Interview clients using sensitive listening and questioning skills so that clients feel able to explain their problem(s) and empower them to set their own priorities. • Ensure advice is provided in accordance with contractual requirements and cases are recorded accurately and in a timely manner. • Be an active member of the wider team, acting and supporting colleagues in a collaborative way • Work with colleagues to maintain a positive environment in which equality and diversity are valued and dignity at work is upheld.
Project Development	<ul style="list-style-type: none"> • To assist with the development of the service, locally and regionally including development of referral

	<p>pathways and processes, service promotion and marketing with health and care professionals across Cheshire.</p> <ul style="list-style-type: none"> ● Gather quantitative data to monitor and evaluate the service, providing reports as required to the steering group. ● Gather qualitative insight from people with cancer and their families through feedback, consultation, and stories. ● Collect feedback from health and care professionals.
Performance and evaluation	<ul style="list-style-type: none"> ● Work to set targets and deadlines and escalate any risks or issues that impact delivery of the service or meeting the target. ● Carry out other tasks within the scope of the post to ensure effective delivery and development of the service. ● Participate in quarterly progress review meetings with the Macmillan Partnership Team.
External networking	<ul style="list-style-type: none"> ● Work closely with other stakeholders such as health and care professionals who are supporting the client group, across settings. ● Network with other professionals in the advice work field. ● Represent the project at meetings with other agencies as appropriate.
Information technology	<ul style="list-style-type: none"> ● Ensure up to date knowledge of internal systems including but not limited to GSuite, Casebook, Citizens Advice electronic information system. ● Effectively use Citizens Advice resources to provide accurate and up to date information and advice to clients. ● Maintain case records when necessary or required for

	<p>the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.</p> <ul style="list-style-type: none"> • Use a range of IT in the provision of general advice, including but not limited to: webchat, email and telephone.
Team development	<ul style="list-style-type: none"> • Work cooperatively with colleagues and maintain good teamwork, clear lines of communication and common practices within the CACW team.
Meetings	<ul style="list-style-type: none"> • Prepare for and attend supervision sessions/team meetings/staff meetings and external meetings as agreed with the line manager. • Promote and share best practice across the team • Participate in a regular North West Community of Practice for Welfare Benefits Teams.
Administration	<ul style="list-style-type: none"> • Ensure GDPR compliant case notes are recorded on an electronic case recording system (Casebook) and reflect the information received from the client and the advice given. • Ensure all statistical reporting data is completed effectively. • Keep up to date with all Citizens Advice Cheshire West policies and procedures. • Ensure the correct procedures are used and recorded for signposting and client referrals. • Be self-administering and undertake general administration tasks e.g. taking messages; photocopying, collating, filing; processing post etc.
Personal development	<ul style="list-style-type: none"> • Ensure all mandatory training is completed on time using the Development time allowed.

	<ul style="list-style-type: none"> • Maintain an up to date knowledge of the benefits system and policies and procedures relevant to the post. • To identify training needs and undertake any appropriate training to develop skills and increase knowledge and understanding of cancer and its treatments, and its impact on people with cancer and their ability to access financial help.
Other	<ul style="list-style-type: none"> • Promote and work within the aims, policies, membership requirements and equal opportunities policies of the Citizens Advice service. • Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
<p>Please note that this job description does not constitute a 'term and condition of employment'. It is provided only as a guide to assist an individual in the performance of the job and is not intended to be an inflexible list of tasks.</p> <p>Citizens Advice Cheshire West is a fast-moving organisation and therefore an employee's duties may be varied from time to time. The post holder accepts that they may be required to work flexibly and undertake any other work or duties as may reasonably be required, within the scope of and commensurate to the nature of the post.</p>	

Person specification

Essential criteria	
1	An in-depth working knowledge of welfare benefits including those relating to disability and sickness.
2	An understanding of the issues facing people affected by long-term illness and disability, including cancer.
3	Ability to empower clients through provision of information, advice, and casework to help improve people's quality of life.
4	Knowledge of, or willingness to gain and understanding of Macmillan Cancer Support's services and policies, and others which are relevant to people with cancer and their families.
5	Experience of listening and questioning with an ability to manage challenging situations in a calm, sensitive and effective manner.
6	An ordered approach to casework and an ability and willingness to follow set procedures concerning casework and file management.
7	Ability to make clear and concise case records using a computerised case recording system.
8	Ability to produce reports and statistics.
9	Effective communication and interpersonal skills with an emphasis on negotiating, representing, and preparing reports and correspondence.
10	Good IT skills including experience of Microsoft Word and Excel.
11	Experience of working autonomously and taking responsibility to prioritise work and meet deadlines.
12	Willingness to participate in opportunities for training and professional development.
Desirable criteria	
Recent experience of delivering social welfare law advice particularly regarding welfare benefits/tax credits/Universal Credit.	

Completion of Citizens Advice basic training programme.

Organisational requirements

- A full, clean driving licence and access to own transport. (Please note: This requirement will be waived if you are unable to drive due to a disability.)
- Ability to work occasional unsociable hours (e.g. attend evening meetings).
- An understanding and commitment to the Aims and Principles of the Citizens Advice Service.
- Commitment to the development of equal opportunities.

