

Macmillan Welfare Benefits Caseworker - INFORMATION PACK



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About Citizens Advice Barnsley

Citizens Advice Barnsley is an independent local charity that's been helping local people since 1964. We provide advice, information and signposting on all areas of law including debt, benefits, housing, employment, relationships and consumer issues.

Clients have access to our services through face-to-face drop-ins, appointments, telephone, emails and webchat - and the majority of our services are based in community locations across Barnsley.

We're a forward-looking and expanding organisation with a team of paid and volunteer advisers and admin staff. As well as our general drop-in advice services we also offer specialist debt support (authorised and regulated by the Financial Conduct Authority), specialist energy advice, and take referrals from partner organisations to support vulnerable clients with complex issues.

We are committed to Citizens Advice aims, principles and policies. Equality and diversity standards are embedded throughout our organisation. It is essential that all our clients have an equal opportunity to access our services and all our staff work hard to put this into practice.

Job Description

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| JOB TITLE: | Macmillan Welfare Benefits Caseworker |
| CONTRACT: | Fixed Term Until 31st May 2027 (with potential to extend for a further 2 years until 31st May 2029, subject to satisfactory performance and funding availability) |
| HOURS: | 32.5 hours per week |
| SALARY: | £28,969 per annum (depending on experience) Actual Salary for 32.5 hours, £25,446 |
| LOCATION: | Barnsley - Hybrid working available |
| ANNUAL LEAVE: | 32 days holiday plus public bank holidays (pro rata for part time posts) |
| RESPONSIBLE TO: | Project Manager |
| DBS CHECK: | Enhanced required |
| Post funded by: | Macmillan |

About the Project

The purpose of this project is to provide advice to cancer patients and their families to help them navigate complex issues they cannot manage alone. You'll be providing case work level support including Income Maximisation and Benefit Assessments, Form Filling, Grant Applications, and Advocacy & Appeals. The role may also include Tribunal preparation and legal representation.

We anticipate a lot of the work will be carried out via telephone appointments but you will be expected to deliver advice through all channels including; face to face, telephone, digital, by video link and where necessary home visits.

The job is based at our Barnsley Town Centre Offices, but hybrid working options will be considered.

Key Responsibilities:

- Provide a high-quality advice service for people affected by cancer.
- Deliver benefits advice through all channels including; face to face, telephone, digital, video link and where appropriate home visits.
- Ensure income maximisation through the take-up of appropriate benefits, discretionary relief and grants.
- Provide advocacy and support to clients by acting on their behalf and negotiating with third parties via telephone, email or letter.
- Prepare and present cases and applications to the appropriate statutory bodies as appropriate. e.g Mandatory Reconsiderations, Appeals and Preparation for Tribunals.
- Signpost and / or make effective referrals to other agencies as appropriate.
- Liaise with other statutory and voluntary bodies to maintain effective working relationships.
- Ensure all client records are accurate and up-to-date, are entered onto our electronic case management system and that confidentiality is maintained at all times.
- Maintain any monitoring statistics required by the funder and Citizens Advice Barnsley and provide regular reports as may be required.
- Help, plan and participate in evaluation of the project.
- Attend appropriate internal and external meetings as agreed with the Line Manager.
- Assist with Citizens Advice research and campaigns work by assisting with surveys, providing case studies and recording statistical information
- Keep up to date with legislation, policies and procedures and attend training as appropriate.
- Work within Citizens Advice policies and procedures and uphold the Aims and Principles of the Citizens Advice Service at all times.

- Carry out all duties in accordance with relevant health and safety legislative requirements, adopting safe working practices in all workplaces.
- Undertake all other duties and responsibilities as agreed from time to time commensurating with the grade and nature of the post.

Person Specification: Macmillan Welfare Benefits Caseworker

ESSENTIAL CRITERIA

1. At least 1 years recent experience of delivering welfare benefits advice, with knowledge of welfare benefits related to disability and ill health.
2. Knowledge of or willingness to gain an understanding of Macmillan Cancer Support's services, and to other services relevant to people affected by cancer - and share this learning where appropriate.
3. Ability to understand the unique needs of cancer patients, and demonstrate empathy, emotional resilience, and sensitivity.
4. Ability to communicate effectively, both orally and in writing with a range of professional, statutory and voluntary agencies with particular expertise in negotiation and representation.
5. Good time management skills, with an ability to prioritise tasks and manage a large caseload to ensure that key dates and deadlines are not missed.
6. Awareness of the social policy issues affecting clients.
7. Experience of working on your own initiative and ability to work without close supervision.
8. Numerate with excellent IT skills. Able to use IT packages, including word processing, spreadsheets, email and electronic diary as well as other online apps and digital services.

9. An ability to use bespoke IT software in the provision of advice via an electronic case management system, case recording and the preparation of statistical/monitoring reports.
10. Ability to summarise information, record it accurately and concisely and maintain effective administrative systems.
11. Ability to establish and maintain good working relationships with external agencies and organisations.
12. Understanding of the need for confidentiality and non-judgemental approach to advice provision.
13. An understanding and commitment to work within the Aims and Principles of the Citizens Advice Service.
14. Ability to travel effectively between different locations where necessary.
15. Ability to meet enhanced DBS disclosure requirements.

DESIRABLE

1. Experience of using Citizens Advice case recording system
2. Competence in use of benefit calculation software.
3. Experience of preparing and taking cases to Tribunal.

How to Apply

Please make sure you have read this Information Pack and the [Application Guidance Notes](#) before applying.

Our standard application form can be downloaded from the jobs page of our website <https://barnsleycab.org.uk/jobs/>

Please make sure you complete the form in full, and provide answers to respond to all of the numbered essential criteria in the person specification.

Completed application forms can be sent to admin@barnsleycab.org.uk

