



## ROLE PROFILE – Adviser (Royal Free Hospital - Macmillan)

<b>Reporting to:</b>	Advice Manager – RFH-Macmillan
<b>Hours</b>	14 hours per week / 0.4FTE
<b>Salary at appointment:</b>	£29,712 to £30,936 FTE per annum depending on experience
<b>Contract Type</b>	Fixed term to 31 March 2023
<b>Start Date</b>	immediately

### Role purpose:

1. To provide a high quality welfare benefits advice service to people affected by cancer with the aim of maximizing their income and advising on a range of related social welfare issues.
2. To work closely with the staff of the Citizens Advice Camden Macmillan Welfare Advice Service to maintain and further develop a quality provision ensuring that Citizens Advice standards are met.
3. To work effectively with Macmillan Cancer Support, The Royal Free London NHS Foundation Trust, Macmillan Information Centre and other relevant agencies, to ensure that people living with cancer who have been referred to the service are appropriately supported.

This role will primarily be based at the Citizens Advice Camden Welfare Advice Service at the Royal Free Hospital; some work may be undertaken at other sites. The Citizen Advice Camden office is based within the hospital's Oncology department.

### Key elements/Tasks

The adviser will be expected to work in a busy and often demanding hospital environment. This role will require you to work with a large number of clients, many of whom will present with multiple and complex advice needs because of their condition. This can be an emotionally challenging and sometimes distressing working environment, and the adviser will need to demonstrate emotional resilience and an awareness of how to support



herself/himself and to seek support from others in dealing with this.

The adviser will need to be sensitive to the demands of working daily with healthcare professionals and other non-Citizens Advice Camden stakeholders and to work effectively as an ambassador for Citizens Advice Camden. A large part of the role, in addition to advising clients, involves building and maintaining strong relationships.

### **Advice giving**

1. Interview clients using sensitive listening and questioning skills in order to allow clients to explain their problem(s) and empower them to set their own priorities.
2. Use the Citizens Advice information systems to find, interpret and communicate the relevant information.
3. Research and explore options and implications so that clients can make informed decisions.
4. Act for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning.
5. Negotiate with third parties such as statutory and non-statutory bodies as appropriate.
6. Refer internally or to other specialist agencies as appropriate.
7. Ensure that all work conforms to Citizens Advice Camden's Office Manual and the Advice Quality Standard
8. Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.

### **Service development**

1. To work with the Advice Manager and healthcare staff within the hospital trust to ensure the effective running and development of the service.
2. To promote and build professional relationships on behalf of the service at a variety of forums, with healthcare professionals, agencies and service user groups, both within and external to the hospital and elsewhere.

### **Research and Campaigns**

1. Assist with campaigns and research work by providing information about clients' circumstances (within Citizens Advice Camden's confidentiality guidelines) through the appropriate channels and involving clients in social policy work as appropriate.

### **Professional development**



1. Keep up to date with legislation, policies and procedures and undertake appropriate training.
2. Read relevant publications.
3. Attend relevant internal and external meetings as agreed with the line manager.
4. Prepare for and attend supervision sessions/team meetings/staff meetings as appropriate, at the Royal Free Hospital and at Citizens Advice offices.

### **Administration**

1. Use IT for statistical recording, record keeping and document production.
2. Ensure that all work conforms to Citizens Advice Camden's systems and procedures.

### **Other duties and responsibilities**

1. Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.
2. Demonstrate commitment to the aims and policies of the Citizens Advice service.
3. Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
4. To work effectively as part of the Citizens Advice Camden Macmillan Welfare Advice Service and to act as an 'ambassador' of Citizens Advice Camden, promoting the organisation along with its aims and principles at all times.

### **Person specification**

1. An understanding of and commitment to the aims and principles of the Citizen Advice service and its equal opportunities policies.
2. Recent post-training experience of generalist advice work and demonstrable experience and current knowledge of Welfare Benefits casework, particularly in the areas of health and disability. Desirable to meet the requirements of the Money Advice Service Individual Quality Framework at advice and casework level.
3. Ability to monitor and maintain own standards.
4. Ability to prioritise own work, meet deadlines and manage workload in a pressured environment.
5. Ability to communicate effectively and sensitively both verbally and in writing within a clinical environment and with a range of different audiences, including presentations



and report writing.

6. Understanding of the social and economic issues affecting society (in particular people living with cancer) and their implications for clients and service provision.
7. Understanding of the issues facing people with long term illness, terminal illness and disability and how these impact on their family and their advice needs.
8. Awareness of the issues facing advisers working with people with long term illness, terminal illness and disability.
9. Ability to use IT in the provision of advice.
10. Ability and willingness to work as part of a team in a potentially stressful and emotionally challenging outreach environment and an ability to support and accept support from colleagues in this setting.
11. The ability to have a flexible approach to the operational needs of the service and client group.