

## Job Description

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<b>Job Title:</b>	Benefits Advisor (Cardiff & Vale University Health Board)
<b>Department:</b>	Support Services
<b>Reporting to:</b>	Advice Services Manager
<b>Location:</b>	University Hospital of Wales/ Head Office

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### PURPOSE OF ROLE:

To deliver welfare benefits advice and assess need for holistic support for people affected by cancer to access benefits, grants, practical support and identify other support needs. To manage a specialist Welfare Benefits Caseload to maximise benefit entitlements for people affected by cancer and ensure equitable access to relevant information and services.

To work in partnership in the Hospital setting, with Health Care Professionals and allied staff to develop referral networks within Cardiff and Vale University Health Board. casework.

### Main Duties and Responsibilities:

- Proactively establish and deliver a welfare benefits advice service for people affected by cancer in Cardiff and Vale University Health Board.
- Effectively manage and organise a varied and complex caseload covering all areas of benefits and entitlement, including form filling, gathering information and liaising with third parties.
- 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.
- Deliver a welfare benefits service via a range of methods including face to face, telephone and email.
- Signpost/refer service users to appropriate organisations for advice on wider issues and access to services across appropriate pathways
- Liaise with the DWP, local authorities, Tribunal Service, and other organisations to resolve individual issues, and to raise wider policy concerns within the team and through relevant advice networks.
- Represent service users at appeals up to Upper Tribunal level as required.

- Establish and maintain a seamless referral partnership between Tenovus Cancer Care and Cardiff and Vale University Health Board building relationships across Cancer services in the Health Board, to enable consistent patient referrals
- Provide education to patients, relatives and staff regarding basic welfare benefits knowledge, and any changes in welfare legislation assisting with development of information resources.
- Work with the project Support Worker, Advice Services manager and Macmillan UHB Lead Cancer Nurse, to identify trends, gather statistics and monitor the development of the project.
- Work within principles of client self-determination, inclusivity, confidentiality, and equal opportunity.
- Work accountably to the requirements of the Advice Quality Standard and to maintain computerised casework records as required by the Health Board and Tenovus Cancer Care.
- Maintain knowledge and professional competence given continual changes in the law, regulations, policies and practises affecting welfare benefits and related issues.
- Maintain knowledge of local resources across South Wales and act as a point of information for other staff and volunteers within Tenovus Cancer Care, Cardiff and Vale University Health Board, 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 – Integrity, Inclusive, Innovative, Supportive and Collaborative. All employees are expected to demonstrate and reflect these values in their day to day activities.

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## Person Specification

	Essential	Desirable
<b>Experience &amp; Knowledge</b>		
Welfare benefits adviser experience (or equivalent), 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 disabilities and health conditions that affect their daily life		●
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	●	
Understanding of current trends in government policy and its affect on individuals		●
Understanding of the structure of the healthcare sector and points of access		●
<b>Skills:</b>		
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.	●	
Adaptable to change and a resilient attitude	●	
Able to listen and take others opinions and advice on board in a respectful way	●	
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 work independently in a Hospital setting and organise own workload to ensure deadlines are met and outcomes achieved against targets and KPI's	●	

Excellent planning and organisation skills	●	
Ability to speak Welsh or commitment to learning		●
Willing to undertake 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		●