

## **Benefits Advisor / Cyngorydd Budd-Daliadau**

We've a newly funded, 3 year role, in our Benefits Advice AQS accredited team. We're recruiting an experienced Welfare Benefits Advisor, to advise and assess needs when it comes to making sure people affected by cancer in the Betsi Cadwaladr Health Board receive their entitlements in relation to their cancer diagnosis.

Last year our Benefits Advice team supported well over 1500 service users and this role will help US reach so many more people affected by the financial impact of cancer when they need it most.

Funded by The Welsh Government we're proud to deliver this role in partnership with the Betsi Cadwaladr Health Board so we can build on our current provision of cancer support and information, delivering a service that improves the quality of life for those affected by cancer.

As an experienced Welfare Benefits Advisor, it's an opportunity to make a tangible difference across a host of oncology areas such as breast cancer, colorectal cancer, gynaecological cancer and lung cancer. You'll be able to work independently and build strong referral relationships within the hospitals to help you in delivering your service.

**Salary:** £28,000

**Hours:** Full Time, 35 hours per week, supported by flexible working, in a 3 year funded fixed term contract

Your core working hours are 11am to 3pm and you can operate between 7am – 9pm. That means you've the opportunity to manage your hours around our core times to fit in with your work and lifestyle commitments.

**Work locations:** Home Based with occasional travel to the Betsi Cadwaladr Health Board Area and Cardiff Head Office

Working mainly from home, there will be occasional travel to the Betsi Cadwaladr health board area to build relationships in the hospitals so being located in the North Wales area would be beneficial to this role.

There's sometimes an occasional need to work at our Cardiff City Centre Head Office too, as the job requires, for example for quarterly team meetings and although we love to see our people in the office we don't set regular and weekly office days as we know how important flexibility is to all of us.

If you're keen to be our Welfare Benefits Advisor please email your CV & Covering Letter to [people@tenovuscancercare.org.uk](mailto:people@tenovuscancercare.org.uk) demonstrating how your skills or experience match the job role essentials and your motivation behind your application. You can find the full Job Description & Person Specification at our [Work for us page](#) to find out the skills or experience level we're looking for.

In this Welfare Benefits Advisor role you can expect to be doing the following:

- Work in partnership with hospital colleagues to build a professional referral network and support their cancer patients when it comes to delivering a quality Welfare Benefits Advice service

- Working remotely, you will have the necessary skills and experience to communicate impartially and sensitively with a range of clients and third parties
- Managing a caseload independently, assisting service users to apply for benefits and maximising their entitlement
- Represent service users at Benefit Appeal Tribunals as required

We're committed to safe recruitment especially when our roles are working directly with vulnerable adults. As such the requirements of the role mean the successful candidate will be required to undertake a DBS check in line with the role.

We'd love your CV and a covering letter to demonstrate your skills, experience and motivation for joining us and where you'd match our values and excel in the role. You should be able to demonstrate:

- How you manage a service user caseload, deal with the DWP, Local Authorities, Appeals and Tribunals service and handle complex information in this area expertly
- A proven ability to deliver up to date welfare benefits advice to a specialist level (It doesn't have to be cancer or health related)
- You're sensitive when dealing with your client work such as gathering advice and communicating information
- You're comfortable managing and prioritising your workload proactively, are resilient and adapt well to change and work within professional boundaries
- Where you've built effective partnerships and professional networks

This role is mainly working remotely so you'll need to be resilient, self-motivated and have the appropriate confidential space to do this job from home. Supported by an admin team to help keep things going smoothly you'll need excellent IT skills and the experience of using databases.

### **Your Staff Benefits:**

When you join 'US' at Tenovus Cancer Care you'll benefit from:

- A 35 hour full time working week with a generous 35 days annual leave including public holidays that increases with length of service (pro rata'd for part time staff)
- Your birthday off work once you've been here for 12 months.
- Super flexible working hours
- Opportunity to buy up to 10 days of additional annual leave per year
- Occupational sick pay after completion of probationary period
- Contributory pension scheme
- A tailored induction and support programme to help you succeed and excel
- An Employee Assistance Programme (EAP) offering access to 24/7 confidential advice and support
- The opportunity to participate in staff / volunteer activities to support the wider organisation
- The opportunity to learn from, grow with, support and develop people who volunteer with US

**Closing Date:** 17<sup>th</sup> April

**Interview:** Candidates should be available to interview the week commencing 28th April

## About us

Around 20,000 people are diagnosed with cancer in Wales every year. We're proud to support over 10% of those and we want to be there many more.

We give help, hope, and a voice to everyone affected by cancer. We understand how cancer can impact every aspect of life and how it affects families and friends too. Our wide range of services offer information, advice, and specialist support to people living with cancer, and their loved ones.

We're committed to listening to the real experiences of people affected by cancer in Wales to drive the changes that make a difference.

## More about US

At Tenovus Cancer Care we're committed to making our workplace diverse and inclusive where everyone feels they belong and can be their authentic selves at work. We're proud to be an equal opportunities employer who does not discriminate based on the Equality Act 2010's Protected Characteristics. All qualified applicants will receive equal consideration for employment and we will adjust our recruitment processes where we can to support people who wish to join us.

When our people talk about working here they're proud to reflect our values. They'll use words such as friendly, fun and welcoming to describe their experience and love our work culture around job flexibility. As well as it being a nice place to work for a good cause the staff benefits are good. On top of the above we've got a stylish Head Office in the heart of Cardiff and things to support you in and out of work like an interactive induction programme, an accessible Learning Platform, development opportunities and experienced managers. We also have a Staff Social Committee who organise regular get togethers!

## Your Personal Data

We're committed to being transparent about how we collect and use that data and to meeting our data protection obligations and you can find full details about this in our Job Application Privacy Notice here on our Work for us page on the Tenovus Cancer website.

Should you have any queries regarding the use of your personal data, please contact [people@tenovuscancercare.org.uk](mailto:people@tenovuscancercare.org.uk)



Ariennir gan  
**Lywodraeth Cymru**  
Funded by  
**Welsh Government**

