

## **Welfare Benefits Advisor/ Cynghorydd Budd-Daliadau Lles**

We've a newly funded 2 year role in our specialist Benefits Advice AQS accredited team. So, 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 Cardiff & Vale 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 Macmillan Cancer Support we're proud to deliver this role in partnership with the Cardiff & Vale University 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:** 35 hours per week supported by flexible working in a 2 year fixed term funded contract. The role can be considered full time or a job share of 2 part time hours (a minimum of 14 weekly hours). Please indicate your availability on your Covering Letter.

**Work Location:** Hybrid working between University Hospital of Wales and home working. You'll need to be within commutable distance of Cardiff, and our Head Office in Cardiff city centre. Some travel to University Hospital Llandough may be required.

Apply by the 6<sup>th</sup> July and shortlisted candidates will be interviewed at our Cardiff Head Office the week of the 14<sup>th</sup> July. Please submit your application as soon as possible as we reserve the right to change the closing date.

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:

- Working 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
- Meeting with cancer patients in person in a hospital setting, as well as virtually or by phone, to assess their benefits needs
- Managing a caseload independently; assisting service users to apply for benefits and maximising their entitlement
- Challenging benefits decisions including representing service users at Benefit Appeal Tribunals as required

- Accurately recording information and case work on electronic systems
- Using your experience, and that of your clients, to highlight trends, issues and areas for improvement in benefits and related processes

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

### **Your Staff Benefits**

In return you'll be part of a people orientated culture, make impact through a worthwhile cause and have Staff Benefits such as:

- 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.
- 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

### **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)

