Maggie Keswick Jencks Cancer Caring Centres Trust
Job Description

1. JOB TITLE: Benefits Advisor Maggie’s

REPORTS TO: Centre Head

PROFESSIONAL SUPERVISION Staff Support Groups
Maggie’s policies and procedures

HOURS 37.5 hours per week

RESPONSIBLE FOR: N/A

LIAISES WITH: All staff within the Maggie’s Centre and other benefits advisors within Maggie’s.
Statutory and voluntary organisations linked to welfare rights & benefits

PAY BAND: Band 5

BASE: Centre

2. JOB SUMMARY
The post holder will work as a member of a multi-disciplinary team providing Maggie’s integrated programme of to people affected by cancer in accordance with Maggie’s policies and procedures, model, culture, ethos and brand.

The post holder will be responsible for providing support to enable people affected by cancer to maximise income. They will achieve this through providing advice and assisting people to access available benefits and other sources of financial help. This support may be provided on a ‘drop in’ basis and through a programme of booked appointments. The post holder will be responsible for all administration and appropriate follow up in relation to claims and advice. They will be responsible for liaising with other statutory and voluntary bodies as required.

They will also have responsibility for creating the conditions for maintaining ongoing relationships with people accessing the centre, and in collaboration with colleagues for enabling people to access all aspects of Maggie’s programme to ensure ongoing and effective cancer support.

The post holder will be responsible for supporting the Centre Head in the promotion of Maggie’s programme of cancer support.
They will be responsible for recording data in relation to their own work in accordance with Maggie’s policies and procedures, and will contribute to Maggies programme of annual audit, centre review and triennial review. The post holder will support MAGGIES Centre Head in ensuring that Maggie’s environment is maintained in accordance with Maggie’s policies and procedures in order to ensure effective and efficient programme provision.

The post holder will participate in monthly staff support sessions, fortnightly meetings with the Centre Head and supervision meetings, and staff training as required.

3. ORGANISATIONAL POSITION
See organisational chart

4. KEY RESULT AREAS

KRA 1. Primary job requirements:

Welfare and Benefits Advice for those affected by Cancer

1. To effectively assess entitlement to benefits for visitors to the online centre affected by cancer including carers and families.
2. To provide comprehensive advice using a variety of different mechanisms on benefits to people affected by cancer accessing Maggie’s Centres programme of support.
3. To assist in the completion of benefits claims on behalf of people affected by cancer, maximising an individual’s income.
4. To follow up claims for disability benefits and any further benefits triggered by an award.
5. To negotiate with statutory bodies on behalf of people affected by cancer, ensuring that people are supported through this process.
6. To have a good knowledge and maintain up to date knowledge of relevant external agencies, signposting where appropriate and being able to develop beneficial working relationships
7. To promote and develop benefits advice as a component of Maggie’s programme including participation in teaching and training programmes within academic communities.
8. Responsible for the maintenance of statistical information and accurate case records.
9. Responsible for all administration and appropriate follow up in relation to benefits advice and the submission of claims.

Cancer Support
10. Through the provision of benefits advice, ensure that people affected by cancer are made to feel welcome, special and valued as individuals, and that they feel their concerns have been heard and understood; creating the conditions for and maintaining ongoing relationships with people accessing the centre and liaising with other members of the team facilitating exploration of what Maggie’s programme may have to offer with regard to their use of all aspects of Maggie’s programme of support.
11. Work as part of the team to maintain the centre environment as a welcoming place.
12. Participate in and contribute to a monthly staff meeting as a member of the staff support group.
13. The post holder will be responsible for seeking advice and supervision of their work through Maggie’s formal and informal supervision procedures as required.
14. Contribute to raising awareness of and enabling access to Maggie’s Centres.
KRA 2. Finance and Policy and Service Development
15. Implementation of Maggie’s policies and procedures.
16. To maintain up to date knowledge of legislation affecting welfare benefits.
17. Contribute to service and programme improvements.
18. Responsible for keeping up to date with developments in this field and attending statutory updates
19. Participating in benefits advisors support and training sessions as required

KRA 3. Management and Human Resources
20. Management of individual caseload, specialist in the centre team for defined area
21. Contribute to teaching or training opportunities as directed

KRA 4. Research, and Development Activity
22. Participate in the conduct of Maggie’s annual audit of service provision and users satisfaction.
23. Contribute to centre specific or other specific audits as required.
24. Responsible for recording and maintaining up to date records and reporting of activity data in relation to own activity as required by Maggie’s policies and procedures.
25. Assist Maggie’s Centre Head with centre administration as required.

KRA 6. Other
26. Attend staff retreats
27. Occasional overnight stays and some travel will be required along with some evening and unsociable hours working.
28. Conditions of employment are in accordance with contract of employment Maggie’s policies and procedures and other conditions that are described in Maggie’s staff handbook.
**MKJCCCT Job Description**  
**Person specification**

**Job title:** Benefits Advisor

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<th>Training and qualifications</th>
<th>Essential</th>
<th>Desirable</th>
<th>Proven by</th>
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<tr>
<td></td>
<td>Significant paid experience in welfare benefits and money advice</td>
<td>First level degree or diploma</td>
<td>CV and relevant certificates</td>
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| Experience | Minimum of 2 years experience in providing benefits advice.  
The post holder will have the knowledge and experience in welfare benefits to work on their own initiative, working when necessary in partnership with other agencies when handling complex cases  
Demonstrated experience of providing person focused care and support in this area.  
Demonstrated experience in effectively managing a caseload.  
Demonstration of the experience of developing working relationships for the benefit of income maximization. | Experience of working with people affected by a chronic or serious illness, such as cancer | CV, references and interview |
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<th>Knowledge and Skills</th>
<th>Some knowledge of how people are affected by cancer</th>
<th>CV, references, interview and selection procedure exercises</th>
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<td>Demonstrates an understanding of relevant legislation and can apply it.</td>
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<td>Demonstration of excellent communication, listening and checking skills. Ability to write clear and concise reports.</td>
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<td>Demonstrates ability to voice complex issues in an accessible way.</td>
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<td>Well organized, able to manage workload and maintain deadlines.</td>
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<td>The post holder will function as a member of an integrated multi-professional team comprising nurses, psychologists, radiographers and other health care professionals</td>
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<td>Ability to maintain a calm environment when working under pressure.</td>
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<td>Good analytical skills, able to understand and summarise complex issues.</td>
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<td>The ability to think about and understand health related concerns within the wider context of an individual's life experience, family and social context.</td>
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<td>The ability to use initiative and work independently whilst recognizing professional limits and able to make effective and appropriate use of clinical and managerial supervision.</td>
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| **Personal** | A warm empathetic manner, enthusiasm, flexibility and willingness to use existing skills and enhance skills for the provision of cancer support in an innovative programme, which integrates contributions from a range of professional disciplines.

Emotionally sensitive whilst also resilient, able to manage the demands of ongoing potentially emotionally intense work.

The post holder will be aware of potentially diverse communities and positively committed to equality of access. |  |
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<td><strong>Other</strong></td>
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