



Citizens Advice Bournemouth Christchurch and Poole
Macmillan Caring Locally Welfare Benefits Adviser

18 hours per week

Salary - £9,452 - £10,052 (Actual – dependent on experience)

Annual Leave – 25 days + Bank Holidays

Citizens Advice Bournemouth, Christchurch and Poole provide advice and information services to 15,287 people every year with 25,118 different questions. This is done through a small cohort of paid staff, and a team of 60+ volunteers. All of our volunteers are fully trained and supported before they start delivering advice services to the community.

We are working in partnership with Macmillan Caring Locally and are currently looking to recruit a Welfare Benefits Adviser to join our service delivering benefits advice across Bournemouth and Christchurch to community patients, their families and carers under the care of the Macmillan Unit at Christchurch Hospital.

You will provide a comprehensive, holistic welfare benefits advice service to clients referred to the project through agreed referral routes. This will be via home visits, office appointments, telephone and email. The post requires you to undertake casework on behalf of the client and represent them when necessary.

We are looking for a candidate with up to date benefits advice experience obtained over a minimum period of two years. Experience of working with those with difficult physical and emotional needs. You will have the ability to understand written and oral information of some complexity; have good numeracy skills sufficient to complete accurate benefit calculations. You will also have oral and written communication skills for the purpose of liaising and reporting. You will manage complex casework and liaise with statutory and non-statutory bodies.

The post holder will be required to operate with minimal supervision whilst delivering the service remotely and provide feedback and support to the Team Lead and Head of Service Delivery.

We want people who are passionate about giving an effective service to those most in need. You will need to demonstrate that you can engage skilfully with

clients who are vulnerable and distressed. The success of this contract is measured against financial gains for the clients and the ability to work under pressure will be required.

If you would like further information please contact Donna Martin, Head of Service Delivery on donna.martin@citabournemouthpoole.co.uk

Closing Date - Wednesday 6th March 9am

Interviews - 12th - 13th March