



Citizens Advice Bournemouth, Christchurch and Poole

Welfare Benefits Adviser for Macmillan Caring Locally

18 hours per week

Salary - £9,460 - £10,252 (dependent on experience)

Annual Leave – 12 days + Bank Holidays

About the role:

This is a role where you can make a difference. If you have experience of welfare benefits advice and dealing with complex or crisis situations, this is a brilliant opportunity to work with a respected local charity as an adviser.

You will be responsible for the delivery of a high quality welfare benefits advice service for patients and their families under the care of the Macmillan Unit. You will provide comprehensive advice, extensive casework and advocacy concerning welfare benefits. This will involve visiting patients in their homes, telephone calls and emails. You will be part of the multi-disciplinary Macmillan Unit team and spend time at the Unit each week whilst being based at Bournemouth Citizens Advice.

About you:

We're looking for a highly motivated, compassionate and resilient individual with demonstrable experience of welfare benefit advice for a minimum of 2 years. You will have a proven track record of working with vulnerable people. An excellent communicator, both verbal and written, you will be able to complete accurate benefit calculations, claim benefits and manage complex casework liaising with statutory and non-statutory bodies as needed. You will have the ability to work on your own with minimal supervision as well as within the Macmillan Team. You will be passionate about making a difference to patients who are vulnerable and distressed.

About Citizens Advice:

Citizens Advice Bournemouth Christchurch and Poole provide advice and information to over 13,000 people every year. This is done through a small cohort of paid staff and a team of 80+ volunteers delivering advice services to the community.

About Macmillan Caring Locally:

Macmillan Caring Locally is a local charity that works in partnership with the Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust to provide the services at the Macmillan Unit and in our community. The Macmillan Unit is a Specialist Palliative Care Unit and Hospice for patients in the local area. The charity funds a number of staff including the community Specialist Palliative Care Sisters who you will work closely with.

If you would like further information please contact:
recruitment@citizensadvicebcp.org.uk

Closing Date – Friday 11th September

Interviews – To be arranged