



**Bournemouth
Christchurch
& Poole**

Citizens Advice Bournemouth, Christchurch and Poole

Welfare Benefits Caseworker for St Ann's Hospital

15 hours per week

Salary – Grade 20-22 (£19,819 to £21,074 – pro rata) (dependent on experience)

Annual Leave – 25 days + Bank Holidays (pro rata)

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 cases, this is a brilliant opportunity to work with a respected local charity as an adviser and caseworker.

You will be responsible for the delivery of a high quality welfare benefits advice service for patients of St Ann's Hospital. You will provide comprehensive advice, extensive casework and advocacy concerning welfare benefits. This will involve visiting patients in hospital wards, telephone calls and emails. You will be liaising with St Ann's staff and will be based at Citizens Advice Bournemouth Christchurch and Poole and St Ann's Hospital.

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 Citizens Advice Benefits 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 90+ volunteers delivering advice services to the community.

If you would like further information please contact:

dan.stannard@citizensadvicebcp.org.uk

Closing Date – 9am on 3rd September 2021

Interviews – To be arranged