

VOLUNTEER WITH YOUNG LIVES VS CANCER



Benefit Applications Assistant – Paul's House for UCLH team

Why we need you

When a child or young person is diagnosed with cancer, their whole world (and their family's) can feel like it's falling apart. They need special treatment because their cancer is different to adults', they can only be treated in certain hospitals, and they often travel miles and miles to get there.

The impact of cancer on young lives is far more than medical. Their anxieties are deep. Their education, mental health and social lives suffer. Their futures feel very uncertain.

Young Lives vs Cancer is the only charity in the UK with specialist social workers dedicated to providing tailored psychosocial support to children and young people with cancer, and their families.

We stop at nothing to make their voices heard and their unique needs understood, so they can get the right care and support at the right time.

We are often involved from the point of diagnosis and can provide support all the way through a cancer journey. Young lives vs cancer social work teams provide social, emotional and practical support to young people and families.

A cancer diagnosis brings extra expense from day one. Every child or young person with a cancer diagnosis has a short-term disability and needs to apply for DLA or PIP. The forms are long and complex and sometimes families need advice or support to ensure they include enough information to receive the correct level of financial support.

Your empathy, understanding and ability to identify the key information to enable families and young people to claim financial assistance will have a tremendous impact easing stress and allowing them to concentrate on supporting themselves physically and emotionally.

You will be an important part of the team and provide practical support to young people and families completing DLA and PIP forms which can seem lengthy and daunting to young people, and families. Each family's needs are different, however support via benefits such as DLA and PIP are usually one of the first recommendations made to families seeking financial advice.

What you'll be doing

- Providing face to face to support to families of children and young people with a diagnosis of cancer
- Actively listening to families and asking relevant questions to enable them to identify specific support needs
- Supporting families to complete complex forms to enable them to claim DLA or PIP
- As a key part of the team recognise when to ask for other team members for advice or support

This will include:

- Looking at the DLA/PIP form with the family or young person
- Explaining the information DWP needs
- Coaching the family to include as much detail in their answers as necessary

The practical support required for this role will vary from taking the time to read through an application with a young person or family, who require a second opinion. Others may require questions to be re-phrased to simplify them and make them more applicable to their lived experience.

You will be providing guidance on how to answer the questions on the forms and useful information to include. It may occasionally include filling in the form with the family/young person when they are not able to complete it themselves

Booking slots will be flexible to meet the individual need (30 mins up to 2 hours)

There is scope and opportunity in this role for development into supporting families or young people with appeals.

How you need to treat others

Supportive and safe – you'll help maintain a supportive and safe environment and have a friendly yet professional approach to volunteering as part of our team, this includes practicing safeguarding in every interaction

Empathetic – you will be able to share and understand the feelings of others and be able to balance that with your own personal experiences and remain professional

Respectful – you won't discriminate against anyone for any reason, you'll understand that people have different backgrounds and approaches to the situations they face and choices they make

Discreet – you'll be careful with all information you are given and never share it outside of Young Lives vs Cancer, you will understand the privilege that comes with others sharing their personal information with you and have full respect for that.

Young Lives vs Cancer is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment

younglivesvscancer.org.uk

Registered charity number 1107328 and registered in Scotland (SC039857)

About you

- You'll need to be super organised in managing information and communicating with different audiences
- You'll need to be confident in approaching conversations with new people, that includes speaking directly with families and young people about their experience of disability
- You'll have strong relationship management skills, the ability to make people you are talking to feel at ease and supported
- You'll understand your own boundaries
- You'll have the ability to look after your wellbeing and seek support when needed

If you have some experience of working with people with a disability or of the welfare and benefits system that would be great but full training will be given to prepare you for the role.

What we'll give you

- The satisfaction of using your skills and talents to make a tangible difference in the lives of young cancer patients
- A solid introduction and first-hand experience of working in the charity sector with the opportunity to meet other Teams across the organisation and gain a clear insight into the day-to-day work of Young Lives vs Cancer
- Full induction and training with support from a dedicated volunteer manager
- The support of a friendly and knowledgeable team
- Experience in working with a social care team and opportunity to develop communication and planning skills and advocating for families
- Experience of working with and directly supporting children and young people with cancer and their families
- And of course, we'll cover any out-of-pocket expenses in line with our Volunteering Policy!

Training required

- You will need to undertake mandatory safeguarding, GDPR, health and safety and equal opportunities training
- You'll receive a full induction to the Young Lives vs Cancer social work team, learn about the service we provide and the impact of cancer on the children, young people and families we support
- You'll need to read and be comfortable with all volunteer policies, in particular Safeguarding and GDPR
- We'll support you to identify when you may need to escalate an interaction to your key contact

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Your availability

You will be able to volunteer for 2 hours per week during Monday to Friday between 10 and 3 at our home from home in London. We are flexible as to days or times to fit in with your other commitments.

Location

Paul's House – London WC1E 6DD.

Checks and balances

This role requires you to have completed 2 reference checks, a criminal records declaration and a DBS check before you can start.

How to Apply

To apply for this role please fill in the application form on website. Please include as much relevant information as you can.

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