

JOB DESCRIPTION

Job title	Financial wellbeing adviser
Department	Patient Support
Reports to	Financial wellbeing manager
Hours of work	Part-time: 15 hours (2 days) 2 days per week on site, mainly based at the Royal Free Charity office (Pears Office)
Date	October 2026

The Royal Free Charity

The Royal Free Charity supports the 17,000 staff and 2 million patients of the Royal Free London NHS Foundation Trust (RFL), across Barnet, Chase Farm, North Mid and Royal Free hospitals, plus over 30 NHS services.

Our focus:

- Enhancing patient care and experience
- Supporting staff wellbeing and development
- Funding research and innovation
- Providing state-of-the-art medical equipment

Our work is made possible by the generosity of donors, fundraisers, and volunteers. The charity employs 90+ people and is committed to being an employer of choice.

To find out more, please visit our website [Careers | Royal Free Charity](#)

Patient support purpose:

Patient support brings together volunteering, complementary therapy, and wider charity patient-facing support into one integrated, site-based team at each of the four main hospital sites. Each hospital has a dedicated "charity space" with a core team that works together to provide a consistent, responsive, and easy-to-navigate offer for patients and families. Patient support site managers work closely with NHS site teams to ensure support reflects the clinical needs and demographics of each hospital. Volunteering and therapy roles are embedded locally rather than operating as separate teams, enabling continuity, flexibility, and equitable provision. A small central financial wellbeing team provides targeted, discharge-focused advice for financially

vulnerable patients. Patient support delivered via the charity is designed to be clear, collaborative and patient-centred, with charity staff working as one team to deliver high-quality support tailored to each site.

Job purpose - Financial wellbeing adviser

The financial wellbeing adviser supports delivery of the charity's welfare rights and benefits service, ensuring patients receive timely, accurate and compassionate support to maximise income and access their statutory entitlements. Working closely with NHS multi-disciplinary teams (MDTs), the role ensures vulnerable patients are supported in navigating complex entitlement systems during periods of ill health or crisis or during transitions back into the community.

The current focus of the financial wellbeing service is reducing financial barriers to safe and timely hospital discharge. The service may expand into other welfare rights projects in the future.

Key objectives and responsibilities of the post are:

Patient advice and support

- Provide accurate, clear, and empathetic advice and guidance on:
 - benefits – including entitlement checks, applications, and challenges
 - housing issues – including homelessness, housing options, and disrepair
 - employment rights – including sick pay and reasonable adjustments
 - other related welfare rights matters.
- Explore patients' circumstances, identify their needs, and assess their ability to understand and act on advice and guidance.
- Identify and prioritise urgent referrals where the patient's only remaining barrier to discharge is financial hardship.
- Ensure patients understand their rights, responsibilities and the impact of hospital admissions on existing benefits.

Collaboration with clinical and discharge teams and external organisations

- Work closely with NHS staff (particularly the discharge and ward teams) to support patients experiencing financial hardship and other welfare rights issues.
- Liaise with social workers, safeguarding teams, and external organisations to ensure patients receive holistic support.
- Signpost or refer to patients to other services that may be beneficial, such as condition-specific charities, social services, regulated debt and immigration advice, PALS, mental health support, and offerings in the local community that would improve their health and wellbeing.

Record keeping and data protection

- Create and maintain clear and accurate case records on the case management system.
- Ensure all outcomes and referrals are logged accurately on the case management system.
- Ensure compliance with GDPR and charity data protection processes.

Safeguarding

- Identify and respond to safeguarding concerns in a timely manner, according to charity and NHS safeguarding procedures.

Key relationships

- Colleagues across the Royal Free Charity
- Line manager and team members
- Royal Free London NHS Foundation Trust staff
- External partners and stakeholders, where appropriate

Person specification

Essential criteria

Qualifications

- CSE/GCSE in Maths and English or equivalent

Experience and skills

- Experience providing benefits advice, welfare rights advice or financial inclusion support.
- Strong understanding of social security benefits, disability entitlements and housing and employment rights.
- Ability to explain complex information clearly and sensitively to people in distress.
- Understanding of the pressures facing patients during hospital care.
- Strong organisational skills and attention to detail.
- Excellent verbal and written English skills, with the ability to communicate clearly and sensitively, while adapting your approach to different audiences.
- Sensitivity, patience and emotional intelligence, including the ability to remain calm and professional in challenging or stressful situations. **(Respect)**
- Empathy and the ability to positively support staff, colleagues and stakeholders. **(Respect)**
- Ability to work under pressure and meet deadlines, prioritising tasks while maintaining a high standard of service. **(Energy, Dedication)**
- Intermediate IT skills - Microsoft Office (Word, Excel, PowerPoint and Outlook).

Desirable criteria

- Experience in working in a hospital, charity, or social care environment.
- Knowledge of NHS discharge processes.
- Training in safeguarding adults.

Other requirements – we expect you to:

- Commit to ongoing personal and professional development, contributing learning and ideas to the wider team.
- Work effectively and confidently with minimal supervision.
- Demonstrate a positive, professional attitude at all times.
- Be highly motivated, proactive, and able to use initiative.

- Demonstrate an understanding of and commitment to NHS and charity values.
- Support and collaborate effectively with team members and colleagues.
- Attend meetings, training, supervision and regular one-to-one sessions with the line manager.
- Be flexible and responsive to the changing needs of the charity.
- Treat everyone with dignity and respect, promoting equality and inclusion regardless of protected characteristics (sex, age, disability, gender reassignment, race, ethnicity, religion or belief, sexual orientation, or any other protected characteristic).
- Read, understand and adhere to all charity policies, procedures and relevant legislation, including the dress code.
- Actively work towards the charity's vision and mission, demonstrating its values of dedication, innovation, partnership, energy, and respect.
- Maintain a good understanding of Health and Safety at Work and fire procedures and take appropriate action in the event of an emergency.
- Undertake any additional duties that are relevant to the role as required.

This job description is not exhaustive, and the role will include other tasks and responsibilities commensurate with the post and subject to change to meet legislative requirements.