Job title	Macmillan Welfare Rights Caseworker	**Location**	Multiple sites across London
Directorate and Team	Advice Services	**Length of contract**	Permanent
Outreach Work Required	Yes – providing outreach sessions at Hospitals: which could include: St Bartholomew's, Royal London, Homerton, Whipps Cross, Newham	**Safeguarding Level**	Enhanced
Reporting to	Macmillan Advice & Quality Manager	**Direct reports**	None
Working Hours	Full-time 35 hours per week	**Working Pattern**	Hybrid

About Toynbee Hall

Based in the East End of London since 1884, Toynbee Hall is a charity working alongside people facing poverty, injustice, and inequality to build a fairer East London. We provide vital advice and support, working in partnership to tackle unfairness and ensure everyone has an equal chance to thrive.

We have recently launched a new strategic plan which reinforces that our purpose is to build a fairer future with an end to poverty, injustice and inequality.

We work towards this by:

- Addressing poverty and injustice through advice and support and influencing systemic change.
- Shifting power to people and communities affected by injustice and inequality.
- Collaborating to end poverty and build fairer systems and institutions. What we want to see in the world starts with our community and our organisation.

This means:

- Working together to build a thriving local community where people have the resources they need, feel their voices are heard and are optimistic about the future.

- Being a good employer, where people are treated fairly, feel engaged and empowered, and work together to achieve our shared vision.
- Acknowledging the role Toynbee Hall has historically played in civic society while recognising that our role now is to shift power, to be an effective partner, and to amplify voices that are less likely to be heard.

What we learn from our work in east London we use to inform and influence wider policy - working to influence change in structures, systems and policies.

Directorate background

The Advice Services directorate at Toynbee Hall is central to our commitment to address and alleviate poverty in London and beyond. Specialising in debt, welfare benefits, legal support, and generalist advice, our directorate has proven instrumental in significantly enhancing the financial wellbeing of those we serve. Last year alone, our efforts helped individuals and families to be over £23 million better off, showcasing the direct impact of our work.

Our operational model combines direct service provision with a collaborative approach. We directly employ a number of advisors who deliver expert, impartial advice. Simultaneously, we lead a coalition of partner charities, including local Citizens Advice Bureaux and law centres, where additional advisors are employed. This structure allows us to amplify our reach and effectiveness, ensuring that a comprehensive network of support is available to those in need.

By integrating direct support with strategic partnerships, the Advice Services directorate not only tackles immediate financial and legal challenges but also contributes to the broader goal of systemic change, enhancing economic security and community resilience across one of the most challenged demographics in the nation.

Team background

The Macmillan Money & More service brings together Toynbee Hall-employed advisers and partner organisations across London to deliver specialist welfare benefits advice for people affected by cancer.

The service includes a central triage function, specialist welfare benefits advisers and partner organisations working together to ensure people receive the right support at the right time.

Specialist Caseworker receives referrals from the triage team, healthcare professionals and partner organisations and manage complex welfare benefits casework through to resolution.

The role includes regular outreach clinics at **St Bartholomew's Hospital, The Royal London Hospital, Homerton University Hospital, Whipps Cross Hospital and Newham Hospital**, working alongside Macmillan professionals and NHS multidisciplinary teams to provide accessible specialist advice.

How we work

Our values are Inclusive, Courageous and Empowering and we expect everyone who works with us to work in a way that aligns with these values and to do their utmost to deliver our strategic objectives according to their role.

Job purpose

The Macmillan Welfare Rights Caseworker provides expert welfare benefits and financial wellbeing advice to people affected by cancer across London. The role manages complex casework from referral through to resolution, helping clients maximise their income and navigate the welfare benefits system during what is often one of the most challenging periods of their lives.

The postholder will provide specialist advice through face-to-face appointments, telephone, video consultations and hospital outreach clinics. They will support clients to access their full benefit entitlement, challenge incorrect benefit decisions, and overcome financial barriers associated with cancer and its treatment.

The role exists to ensure people affected by cancer receive high-quality specialist advice, advocacy and representation, enabling them to access financial support quickly and improving their financial wellbeing throughout their cancer journey.

Scope of role

The Specialist Caseworker

manages a complex caseload of people affected by cancer referred through the Macmillan Money & More service, healthcare professionals and partner organisations. The postholder is responsible for delivering specialist welfare benefits advice, advocacy and casework from initial assessment through to case closure.

The role includes preparing welfare benefit claims, obtaining supporting evidence, challenging benefit decisions through Mandatory Reconsiderations, preparing appeals to the First-tier Tribunal and representing clients at tribunal hearings where appropriate.

The postholder will work collaboratively with hospital-based Macmillan professionals, consultants, Clinical Nurse Specialists, allied health professionals, social workers, discharge teams and voluntary sector partners to ensure coordinated support for people affected by cancer.

The role requires sound professional judgement, excellent technical knowledge of welfare benefits legislation and a commitment to delivering high-quality, person-centred advice in accordance with Toynbee Hall's quality standards.

Key working relationships

- **Line Manager** – management support, supervision and quality assurance.
- **Macmillan Money & More Triage Advisers** – receiving referrals and providing advice on complex cases.
- **Customer Care Team** – ensuring effective client pathways and allocation of referrals.
- **Hospital Partners** including St Bartholomew's Hospital, The Royal London Hospital, Homerton University Hospital, Whipps Cross Hospital and Newham Hospital**.**
- Macmillan Cancer Information & Support Centres.
- Clinical Nurse Specialists, consultants, allied health professionals and social work teams.
- Department for Work and Pensions (DWP), HM Revenue & Customs (HMRC), Local Authorities and HM Courts & Tribunals Service.
- Partner Advice agencies across the London Macmillan Money & More partnership.

Key Responsibilities

The postholder will:

- Manage a specialist caseload of people affected by cancer from referral through to case closure.
- Deliver face-to-face advice appointments at Toynbee Hall and outreach clinics within partner NHS hospitals.
- Provide specialist welfare benefits advice by telephone, video consultation and face-to-face appointments.
- Complete comprehensive welfare benefits entitlement assessments and maximise clients' income.
- Prepare and submit claims for welfare benefits and other sources of financial support.
- Obtain medical and supporting evidence from healthcare professionals and statutory organisations.
- Prepare **Mandatory Reconsideration** requests where benefit decisions appear incorrect.
- Prepare appeals to the **First-tier Tribunal**, including written submissions, evidence bundles and appeal documentation.
- **Represent clients at First-tier Tribunal hearings where appropriate**, advocating on their behalf and presenting complex welfare benefits cases.
- Liaise and negotiate with the DWP, HMRC, Local Authorities and other statutory agencies to resolve complex welfare benefit issues.
- Support clients to access charitable grants, energy support, discretionary schemes and wider financial wellbeing services.
- Maintain accurate and comprehensive electronic case records.
- Achieve contractual performance indicators and advice quality standards.
- Develop productive relationships with healthcare professionals across partner NHS Trusts.
- Contribute to service development, quality assurance activities and continuous improvement.
- Maintain specialist knowledge of welfare benefits legislation through continuing professional development.
- Undertake any other duties commensurate with the responsibilities of the post.

Person Specification

Essential

Knowledge and experience

- Significant experience of delivering specialist welfare benefits advice and managing complex casework.
- Extensive knowledge of welfare benefits, particularly Universal Credit, disability benefits and benefits for people over State Pension age.
- Experience of preparing welfare benefit claims and maximising clients' income.
- Significant experience of undertaking Mandatory Reconsiderations and welfare benefit appeals.
- Experience of working with people affected by serious illness, disability or long-term health conditions.
- Experience of working collaboratively with healthcare professionals and multidisciplinary teams.

Skills and abilities

- Excellent written and verbal advocacy skills.
- Ability to interpret and apply complex welfare benefits legislation.
- Ability to analyse evidence and prepare persuasive representations.
- Excellent communication and interpersonal skills.
- Strong organisational skills and ability to manage a demanding caseload.
- Excellent digital and case management skills.

Personal attributes

- Commitment to delivering person-centred, inclusive and accessible services.
- Commitment to equality, diversity and inclusion.
- Empathy, professionalism and resilience when supporting people affected by cancer.
- Commitment to continuous professional development and maintaining technical expertise

Desirable

- Welfare Rights qualification or equivalent professional experience.
- Experience of preparing written submissions and supporting evidence for the First-tier Tribunal.
- Experience of representing clients at tribunal hearings or a willingness to develop this area of practice
- Experience of working within NHS or hospital settings.
- Knowledge of Macmillan Cancer Support services.

- Experience of Advice Quality Standard (AQS) or equivalent.
- Understanding of safeguarding and trauma-informed practice.
- Lived experience of cancer, disability, long-term health conditions and/or the welfare benefits system, whether through personal experience or supporting a family member, friend or unpaid carer. We recognise the valuable insight and understanding this can bring to supporting people affected by cancer with compassion, empathy and person-centred advice.

Additional requirements

The postholder will be expected to work flexibly across Toynbee Hall, partner NHS sites and community venues as required by the service.

Regular travel across London will be required.

All duties must be carried out in accordance with Toynbee Hall's policies relating to safeguarding, equality, diversity and inclusion, health and safety, confidentiality and data protection.