

Job Description – Junior Welfare Benefits Adviser

Job title	Junior Welfare Benefits Adviser	Location	Combination of working at Toynbee Hall, at some or all of the hospitals we work at (Barts, Whipps Cross, RLH, Homerton, and Newham), and from home
Department	Advice/Macmillan	Length of contract	Permanent
Outreach Work Required	Y	Safeguarding level	TBC/enhanced DBS
Reporting to	Manager: Service Programme Manager - Advice & Information	Direct reports	N/A
Working Hours	28	Working Pattern	To be agreed- but within Mon-Fri 9-5

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.

Department background

The Macmillian Advice team is a Macmillian-funded welfare benefits project.

We provide free, clear, and comprehensive welfare benefits advice specifically for those who have been diagnosed with cancer. Our expertise ensures that during trying times, our clients are equipped with the information and support needed to navigate financial welfare, allowing them to focus on recovery and wellbeing

We provide this advice through a range of channels, including face-to-face, telephone, email, and other means. Part of the teams objectives is also to raise the profile of our service.

The post-holder will also attend events to promote the service and to raise the profile of the service to ensure people know about our services and can access them.

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

To providing information, advice, and guidance to clients in our Macmillan-funded Welfare Benefits Project, providing a welfare rights advice service to people affected by cancer to maximise their income. This includes giving advice and information to people living with cancer and their families.

Scope of role

The Junior adviser will work as part of a team of specialist advisers with the aim to support the post holder to develop their knowledge and skills in the area of welfare benefits.

The post holder will provide information, advice, and guidance to clients in our Macmillan-funded Welfare Benefits Project, providing a welfare rights advice service to people affected by cancer to maximise their income.

With the support and guidance of the team, and training both internal and external where appropriate, the post holder will undertake casework, assisting clients to access their entitlements to welfare benefits and other sources of financial help.

For more complex cases the Junior adviser will shadow our Specialist's to increase their knowledge and understanding.

Key working relationships

- Alongside other team members provide advice sessions through outreach, including at hospitals - currently St Bartholomews, Homerton, Royal London, Newham, and Whipps Cross; and at Toynbee Hall through telephone, email, and any other channel
- Form effective working relationships with outreach agencies and other relevant stakeholders to ensure that good service is being provided.
- Refer clients to colleagues or other agencies as appropriate for specialist help with major issues that fall outside the remit of the service, including housing, debt, and employment.
- Liaise and negotiate with other statutory and voluntary organisations to progress the client's case and ensure they receive all assistance available.

Key Responsibilities

Case work

- With the support and guidance of more experienced advisers within the team, provide a full welfare benefits casework service for people affected by cancer,
- This includes disability benefits and other sources of financial support, such as grants and help with health and travel costs.
- Including shadowing experienced advisors as they undertake their work assisting them with their case work

Welfare Benefit Appeals

- With relevant training, and support from the more experienced team members, work towards being able to assist clients to prepare for benefits appeals, research, and the draft was written legal submissions, and provide representation at tribunals as required.

Outreach

- Alongside other team members provide advice sessions through outreach, including at hospitals - currently St Bartholomews, Homerton, Royal London, Newham, and Whipps Cross; and at Toynbee Hall through telephone, email, and any other channel

Targets

- Meet targets as set with the line manager, which will change regularly depending on the needs of the services.

Quality Standard

- Ensure consistent quality assured advice, to AQS standard, monitored by checking casework and observations
- Maintain thorough and detailed case records for continuity of casework, information retrieval, statistical monitoring, and report preparation
- Use all relevant case management systems, such as Advice Pro, as well as Microsoft Office applications, for statistical recording, record keeping, and document production. Ensure all work conforms to Toynbee Hall's systems and procedures.
- Along with the rest of the team ensure stocks of leaflets, posters, and stationary, are ordered from suppliers and distributed to outreach locations
- Gather statistics and feedback to monitor and evaluate the service, providing reports as required to the steering group, funders, and partners.

Social Policy

- Support Macmillan Toynbee Hall Welfare Rights Advice Service's social policy work by providing case studies and feedback on issues of concern to people affected by cancer; including attending internal and appropriate external meetings, and identifying and acting upon social policy issues

Team Work

- Work as a member of a team, give and receive support, work considerately and co-operatively, and attend team/management meetings as required.
- Support the work of the Macmillan Toynbee Hall Telephone Welfare Rights Adviser and Service Administrator, including covering the helpline and processing referrals when required.
- Work to an agreed work-plan meeting targets and milestones
- Prioritise and manage your workload
- Take responsibility for your personal development and seek out opportunities for support and development
- Prepare for and attend supervision sessions/team meetings/staff meetings as appropriate

Person Specification

The successful candidate will demonstrate:

We are looking for someone who can show us:	Essential /Desirable
Have some welfare Benefits advice work experience.	Essential
Have knowledge of welfare benefits including those related to disability and sickness.	Essential
Ability to write detailed accurate case records and drafts, letters reports, and statements in plain English.	Essential
A willingness to develop knowledge and skills in the area of welfare benefits	Essential
Recent experiences of working in a performance-driven environment and evidence of meeting targets set.	Essential
An ordered and disciplined approach to managing a challenging caseload, meeting targets; planning and prioritising work in the face of competing demands on your time.	Essential
Strong interpersonal skills and experience working with clients suffering from health problems in a professional but empathetic manner, and the ability to respond sensitively to clients.	Essential
An understanding of the issues facing people affected by long-term illness and disability, including cancer.	Essential
Ability to research, understand and explain complex information both orally and in writing.	Essential
Good knowledge of IT including familiarity with Microsoft Office applications, e.g. Word, Outlook, or equivalents, and case management systems.	Essential
Knowledge of or willingness to gain an understanding of Macmillan Cancer Support's services and policies relevant to people affected by cancer.	Essential
An ordered approach to casework and an ability and willingness to follow set procedures concerning casework and file management etc.	Essential
Ability and willingness to support volunteer advisers.	Essential
Numeracy skills to the levels required in the tasks.	Essential
Alignment with Toynbee Hall's mission and strategy	Essential

<p>Alignment and willingness to work in line to our values:</p> <ul style="list-style-type: none"> - Inclusive - open-minded, transparent, convening and collaborative; seeking fresh and alternative perspectives. - Courageous – principled, ambitious and acting with integrity. - Empowering – shifting power, sharing our knowledge, enabling people to take action for themselves 	Essential
An understanding of safeguarding and willingness to develop understanding further	Essential
Experience in welfare rights casework and managing own caseload.	Desirable
Experience working with people who have long-term health conditions.	Desirable
Experience working in a hospital or healthcare setting.	Desirable
An ability to speak a community language.	Desirable

Further information

The post holder will be employed by Toynbee Hall but will be required to hold an honorary contract with the relevant NHS Trust/s.

The right to work in the UK is a requirement of this role.