



## **Job Information Pack**

# **Welfare and Benefits Information Lead**

**May 2024**

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## **Welcome from Raj Athwal – Executive Director The Mulberry Centre**

Dear Candidate,

We are delighted that you are considering applying for the role of Welfare and Benefits Information Lead at The Mulberry Centre. I trust you'll find the details in this Candidate Brief helpful, and you may also find valuable information on our website: [www.themulberrycentre.co.uk](http://www.themulberrycentre.co.uk)

The Mulberry Centre is an award-winning cancer information and support centre and an independent charity, based on the grounds of the West Middlesex University Hospital in Isleworth, West London. Since 2001, we have provided services and support to more than 18,000 people.

The Mulberry Centre's vision is to be known and respected by everyone living or working within reach of our services who may become affected by cancer. All the services at The Mulberry Centre are geared towards supporting the physical and emotional needs of someone following a cancer diagnosis or at end of life, including their carers, families and friends who also might have to stop working to look after them. It can be difficult to know where to start and what you are entitled to, but we are here to help them every step of the way. To assist us in this endeavour, we are looking for an experienced full-time Welfare and Benefits Information Lead. You will assist clients in claiming welfare benefits, grants, and any financial aid that may be available to them. This includes informing them of any financial help available, supporting them with applications and following up on claim as necessary. Where anyone has been given an end of life diagnosis you will be required to start the application on their behalf. In addition, you will also conduct financial wellbeing assessments in the community and schedule one-on-one application completion consultations with individuals who request your assistance.

This vital role will suit an enthusiastic and dynamic person who has excellent communication skills, being able to deal with complex matters effectively both verbally and in writing. You will need to understand the issues involved in interviewing people within a time defined period. The ideal applicant will have emotional resilience to deal with people who have experienced cancer or bereavement. An empathetic and compassionate approach is important. The Welfare and Benefits Information Lead will be at the forefront of our client-based services and need to be self-motivated and have a positive and flexible attitude.

If you are interested in the work of The Mulberry Centre and have the relevant experience to perform this vital role, we would very much like to hear from you. Please contact Raj Athwal via email: [raj.athwal@themulberrycentre.co.uk](mailto:raj.athwal@themulberrycentre.co.uk) if you have any queries.

Raj Athwal  
Executive Director

## 2) About The Mulberry Centre

The Mulberry Centre is an award-winning cancer information and support centre and an independent charity (No. 1108999), based on the grounds of the West Middlesex University Hospital in Isleworth, West London. Our mission is to provide support and information for people who have experienced bereavement who live in west and southwest London, offering practical ways of enhancing physical, psychological, and emotional well-being.



We are the only cancer information and support centre in the local area delivering services to all people affected by a diagnosis: to the patient, friends and family, carers and those bereaved by cancer. Although most of the people who use our services come from the London Boroughs of Hounslow, Richmond, and Ealing, we are open to all, regardless of postcode or hospital of diagnosis. All the services are provided free of charge and currently include:

- **One-to-One Support:** Emotional Support, Counselling, Legal Information, Welfare and Benefits, Wellbeing Calls, End-of-Life Support.
- **Support Groups:** Patients, End of Life Carers, Bereaved, and Men's Support Group.
- **Complementary Therapies:** Massage, Reflexology, Aromatherapy, Reiki, Emotional Freedom Technique (EFT), Shiatsu, Acupuncture.
- **Wellbeing Classes:** Relaxation and Breathwork, Yoga, Tai Chi, Yoga Chair Dance, Pilates, seated Yoga, Move it or Lose it, Men's Yoga.
- **Social and Creative:** Art Class, Creative Writing, Mandala, Walking Group, Table Tennis, Coffee Mornings, Discussion Groups, Death Cafe.
- **Workshops:** Cancer Nutrition, Managing Stress, Emotional Freedom Technique, Headscarf Tying, How to Deal with Emotions After Your Cancer Treatment Finishes, How People Grieve, Hot Flushes, Body Image & Impact on Sex Life, Bra Fitting Surgery, Look Good Feel Better (Men and Women).
- **Information talks** on how to reduce cancer risk, identify signs and symptoms of cancer, the importance of early screening, and cancer support services available.
- **Peaceful space** to relax and meet others in our welcome area, or weather permitting, our award-winning garden.

Services are accessible face-to-face, as well as online, and we are also looking to deliver more services in the local community.

We hold the Macmillan Quality Environmental Mark Award for excellent facilities. In 2021, we were honoured with The Queen's Award for Voluntary Service, as well as the Hounslow Business Award for Best Charity. We were Highly Commended Employer of the Year by Hounslow Business Award 2023.

Most of our patient referrals come from the West Middlesex University Hospital, although people affected by cancer can self-refer direct to The Mulberry Centre. To learn more about The Mulberry Centre, please visit [www.themulberrycentre.co.uk](http://www.themulberrycentre.co.uk)

### **3) The Role of Welfare and Benefits Information Lead**

Reports to the Mulberry Macmillan Cancer Information and Support Services Manager

#### **Job Description**

##### **Overall purpose of role**

- To provide a high-quality welfare and benefits information and support for the London Borough of Hounslow residents, aged 18+, anyone with a cancer diagnosis, carers, families of those receiving end of life care, those being discharged from hospital after a long stay, and those bereaved.
- To provide support for people to access and claim welfare and benefits, grants and other financial support that may be available to them. This includes informing people on the financial support available, offer support in making applications and following through applications to result.
- The post holder will undertake casework, assisting clients to access their entitlement to welfare benefits and other sources of financial help. This support will be delivered face to face.
- The post holder will also attend events to promote the service and to raise the profile of the service to ensure people are aware of the service and how to access it.
- Financial wellbeing checks in the community 1-2 days per week.

##### **Responsibilities**

1. Provide full welfare and benefits information and support service for anyone affected by cancer, bereaved or end of life, including disability benefits and other sources of financial support.
2. Act for the client where necessary by calculating, negotiating, drafting or writing letters, telephoning and using other appropriate channels.
3. Provide Information sessions in hospital settings or other health environments and in the community.
4. Be able to work in acute environments with autonomous decision making therefore needing to understand how each setting works and deliver the service based on their individual ways of working.
5. Interview clients effectively, using sensitive listening and questioning skills, always ensuring client confidentiality.
6. Meet targets as set with line manager (3-4 appointments per day).
7. Run welfare/benefit/employment workshops through the year.
8. Liaise and negotiate with other statutory and voluntary organisations to progress the client's case and ensure they receive all assistance available.
9. Form effective working relationships with staff from other organisations who make referrals to the service to ensure that a good service is being provided.
10. Work as a member of a team, to work considerately and co-operatively and attend team/management meetings as required.
11. Take a holistic approach by signposting / referring people to other support and services that may be of benefit.

### **Professional development**

12. Maintain an up-to-date knowledge of the benefits system, legislation and regulations relevant to the post.
13. To undertake training and personal development to develop skills and increase knowledge and understanding of people who are affected by cancer, who have experienced bereavement or long stay in hospital and their ability to access financial help.

### **Administration**

14. Maintain thorough and detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.
15. Use all relevant case management systems for statistical recording, record keeping and document production.
16. Maintain filing systems in accordance with the project's systems, procedures and quality standards.
17. Along with the rest of the team ensure stocks of leaflets, posters and stationery, are ordered from suppliers and distributed to outreach locations.

### **General Responsibilities**

18. To adhere to all the Centre's service standards, policies and procedures.
19. To comply with the data protection regulations, ensuring that information on clients remains confidential.
20. To work in a manner that facilitates inclusion.
21. To work collaboratively with colleagues and key stakeholders (both internal and external) to achieve the Mulberry Centre's organisational objectives.
22. To organise your own work to ensure that it is accurate and of high quality and meets agreed targets.

This job description is not intended as a full and detailed range of duties that may be undertaken by the post holder and will be reviewed and developed to reflect the changing needs of the service. Other duties that are commensurate to the grade of the post may be requested from time to time.

## Person specification

### Experience

- ♥ At least 2 years' relevant experience of working in a similar role.
- ♥ Experience of welfare and benefits information and support and completing benefit forms.
- ♥ Ability to deal vulnerable people.
- ♥ Experience of communicating complex matters effectively both verbally and in writing.
- ♥ Understanding of the issues involved in interviewing people within a time defined period.
- ♥ Ability to work with people (potential service users as well as other professionals), across large, diverse and geographically dispersed areas.
- ♥ Ability to manage and analyse information and ability to produce clear, concise reports.
- ♥ Ability to express ideas in a persuasive, lucid manner demonstrating a clear compelling logic.
- ♥ Ability to listen to others and respond appropriately and sensitively.
- ♥ Proven IT skills. Competency in all aspects of Microsoft Office.
- ♥ Flexibility to represent The Mulberry Centre for some evening and weekend events/presentations.
- ♥ Ability to work with flexibility outside of normal office hours
- ♥ While not essential, the ability to speak one or more community languages, in addition to English, would be welcomed (such as Hindi, Urdu or Somali).

### Personal Characteristics

- ♥ Innovative, dynamic and sympathetic to the aims of The Mulberry Centre.
- ♥ An empathetic and compassionate approach is important.
- ♥ Able to work with minimal supervision and set challenging goals, taking responsibility for outcomes and delivery of projects.
- ♥ Demonstrates an ongoing and proactive commitment to own learning and personal development to meet the needs of their role.
- ♥ A team player with a positive collaborative outlook and the ability to work across the organisation and with external stakeholders to achieve results.
- ♥ Confident, well presented, with good interpersonal skills, approachable, empathetic.
- ♥ Sensitive to the needs of minority and vulnerable groups.

## 4) Working hours, salary and benefits

### Working hours and flexibility

We are looking for someone to work full-time 37.5 hours per week. This is a one year fixed contract.

### Salary

£35,000 per annum

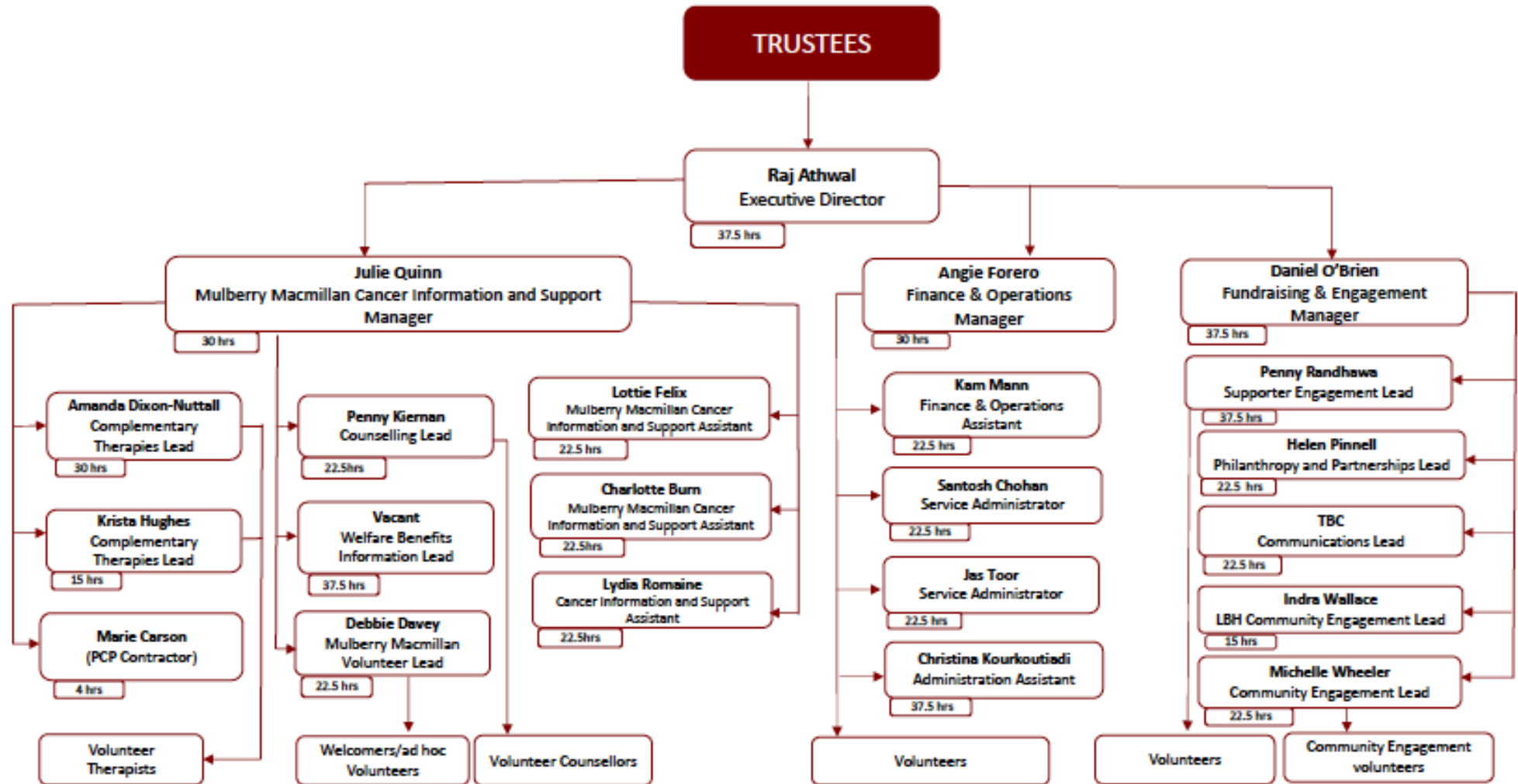
### Annual leave

Holiday entitlement is 25 days holiday per year excluding public and statutory holidays. Plus extra days during Christmas closure.

### Pension

6% pension contribution (either into a personal plan or through NEST).

### 5) Organisation Chart



## 6) Timetable and how to apply

Thursday 9 <sup>th</sup> May 2024	Applications open
Thursday 6 <sup>th</sup> June 2024	Final deadline for applications
Wednesday 12 <sup>th</sup> June 2024	Interview day

We suggest applications are submitted as soon as possible but no later than Thursday 6th June 2024.

### How to apply

To apply, please email the following documents to [raj.athwal@themulberrycentre.co.uk](mailto:raj.athwal@themulberrycentre.co.uk) quoting WBIL2024, no later than Thursday 6th June 2024.

1. A comprehensive CV
2. A covering letter containing:
  - a. Supporting statement showing evidence of how you meet the personal specification of the role
  - b. Your current remuneration details and notice period
  - c. The name, job title, organisation, email address and mobile number of two professional referees. (Please note referees will not be approached without your prior permission.)

Please ensure that you include your mobile phone number and email address in your application. Please contact Raj Athwal (email address above) if you have any queries or if you would like to have an informal conversation about the role.

**Thank you for your interest in this position.**