**City of Wolverhampton Council**

**Job Description**

**Post Title:** Macmillan Welfare Rights Service - Benefits Support Worker (Shropshire)

**Directorate:**  Commissioning and Transformation

**Service:** Community Financial Support - Welfare Rights Service

**Responsible to:** Macmillan Welfare Rights Unit Manager

**Grade:** Grade 5

**Workstyle:** Flexible

**Location:** Hybrid Role, homeworking and based at The Royal Shrewsbury Hospital, Hamar Centre, Mytton Oak Road, Shrewsbury, Shropshire. SY3 8XQ

This post is subject to a satisfactory Disclosure and Barring Service (DBS) check.

**Job Purpose and Role**

* To Support the Macmillan Welfare Rights Officer in delivering a Welfare Rights Service to people affected by cancer and their carers living or receiving treatment in the relevant geographical location.
* To be responsible for the efficient case recording and administrative functions relating to the provision of the Macmillan Social Care Welfare Rights Service and the collation of statistical information pertinent to the Service.

**Principal Duties and Responsibilities**

1. To be the point of contact for access to the service by telephone or by email and to take and complete referrals where appropriate.
2. To arrange, under the guidance of Macmillan WROs, appointments and home-visits for people wishing to access the service.
3. To make, under the guidance of Macmillan WROs, appropriate arrangements for liaison with other statutory and voluntary organisations.
4. To check completed referral forms received and liaise appropriately with those organisations making referrals where necessary.
5. To contribute to the effective recording of Macmillan cases in the appropriate electronic recording system.
6. To liaise, as required by the Macmillan WRO, with service users about the progress of their case.
7. To liaise, as required by Macmillan WROs, with benefit administering authorities about the progress of service users’ cases.
8. To liaise, under guidance from Macmillan WROs and the Manager, with Health and Adult Social Care staff.
9. To contribute to the effective provision of publications, stationery, forms and leaflets for the Service or public information as required and authorised by the Community Financial Support Information and Support Manager.
10. To collate and file information as required by the Welfare Rights Service management.
11. To ensure that Macmillan WROs receive appropriate administrative support including that required from the Welfare Rights Support Workers in the Welfare Rights Service as appropriate.
12. To liaise with the Community Financial Support Information and Support Manager with regard to the provision of absence returns and any other returns required by the Department.
13. To contribute to the maintenance of the budget and administrative functions in relation to any relevant financial aspects of the Service under the guidance of the Community Financial Support Information and Support Manager.
14. To collate statistical information and returns as required by the manager and/or the Head of Community Financial Support.
15. Processing incoming and outgoing post.
16. To participate in periodical team and service development meetings with other departmental Welfare Rights Service staff and management.
17. To attend and participate in job specific and job relevant training (information exchange) and forums as agreed by Welfare Rights Service management.
18. To act in accordance with the Council's Constitution and other Codes of Conduct.
19. To participate in staff development, appraisal and training as appropriate, including continuous professional development.
20. To undertake appropriate Macmillan Learning and Development and networking activities as required.
21. To comply with the Council's agreed policies and procedures including but not limited to Health and Safety, and Equal Opportunities Policies, General Data Protection Regulations, Freedom of Information Act, Financial Management Regulations and other relevant Council and Government Regulations, Directives and City-wide priorities
22. To undertake any other tasks, duties and responsibilities as directed and appropriate to the grade and role of the post subject to any reasonable adjustments under the Disability Discrimination Act 1995 as incorporated into the Equality Act 2010.
23. To participate in the wider development of the service and contribute to service improvement as required.
24. The City of Wolverhampton Council is committed to Corporate Parenting.

“Corporate Parenting is the collective responsibility of the Council to provide the best possible care and protection for children who are looked after.”

Effective date:

Name of jobholder:

Signature of jobholder: