

Job Description

Title: Citizens Advice Worcester and Herefordshire St Richard's Hospice Specialist Adviser

Reporting/Accountable to: Advice Services Manager (Citizens Advice Worcester and Herefordshire)
Head of Family Support Service (St Richard's Hospice)

Location: Based at St Richard's Hospice within the Family Support Service Team.

Hours: 18 hours per week

Purpose of Post:

Working for Citizens Advice Worcester and Herefordshire, the post holder will provide an effective and efficient generalist advice service within the aims, policies and principles of the Citizens Advice service to individuals, their carers and families across South Worcestershire who are living with life threatening illness. The post holder will work in partnership with St Richard's Hospice as a member of the St Richard's Hospice multi-disciplinary palliative care team.

Duties and Responsibilities:

Advice/Casework

- To provide an holistic, accessible and in-depth advice service, tailored to individual circumstances for St Richard's Hospice patients, families and carers liaising with other relevant advisers/caseworkers from Citizens Advice Worcester and Herefordshire as appropriate.
- To provide information and advice to advocacy and representation, covering all subjects, with specialist expertise in benefits, housing, employment and basic money advice.
- Explore options and implications so that the client/s can make informed decisions.
- Negotiate with third parties, including statutory and non-statutory organisations where required.
- Act for the client/s where necessary by calculating, negotiating, drafting or writing letters and telephoning third parties if required.
- Refer to other specialist advisers and/or agencies as appropriate.

Social Policy and Monitoring

- Assist with social policy work by providing information about clients' circumstances through the appropriate channel.

- Provide statistical information on a daily basis of number of clients and nature of cases and provide regular reports to the members of the multi-disciplinary team at St Richards Hospice and to the Management Team at Citizens Advice Worcester and Herefordshire, when requested.
- Use of audit to monitor provision of service.

Professional Development

- Keep up to date with legislation, case law, policies and procedures relating to generalist advice work and in particular in relation to welfare benefits and benefit reform.
- To be aware of current research and legislation changes that impact on the specialist palliative care services being received through the hospice.
- Communicate specialism to other professionals involved in client’s care.
- Attend internal and external meetings as agreed.
- Read relevant publications
- Prepare for and attend regular supervision sessions.
- Take part in Citizens Advice Worcester and Herefordshire’s and St Richard’s Hospice annual appraisal processes and fulfil agreed personal development programme.
- To undertake and provide evidence of professional development.

Administration

- Maintain detailed case records, in accordance with the policies and procedure of Citizens Advice Worcester and Herefordshire and St Richard’s Hospice for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.
- Be actively involved as a member of the multi-disciplinary teams of St Richard’s Hospice and Citizens Advice Worcester and Herefordshire.
- Ensure that all work conforms to the Citizens Advice Worcester and Herefordshire’s and Hospice systems and procedures.
- Review and make recommendations for improvements to the service provided.
- Use IT for statistical recording, record keeping and document production.
- Supervision is to be provided at regular monthly intervals by Citizens Advice Worcester and Herefordshire.

Other Duties and Responsibilities

- Uphold the aims and principals of the Citizens Advice service and its equal opportunities policies.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
- Any other relevant duties as required to ensure the effective provision of the advice service.
- Maintain close liaison with relevant external agencies/personnel.
- Abide by Citizens Advice Worcester and Herefordshire’s and St Richard’s Hospice policies and procedures including confidentiality, data protection and lone working.

This job description is not boundless and will be subject to review in negotiation with the post holder.

SIGNED.....

DATED.....

Person Specification

Citizens Advice Worcester and Herefordshire St Richard's Hospice Specialist Adviser

Experience

- Recent, substantial and relevant experience of advice work.
- Experience of representing clients.
- Experience of managing own caseload.
- Experience of welfare benefits and advice casework.

Knowledge and Understanding

- Demonstrate in-depth knowledge of welfare benefits including those related to disability and sickness.
- An understanding of the issues facing people affected by long term illness and disability including cancer.
- Knowledge of or willingness to gain an understanding of generalist advice including basic money advice (willingness to undertake the Citizens Advice Generalist Training Course)
- Knowledge of or willingness to gain an understanding of St Richard Hospice's services and policies, and others which are relevant to people who are living with life threatening illness.
- An understanding of and commitment to the Aims and Principles of the Citizens Advice Worcester and Herefordshire services including the organisation's equal opportunity policies.

Skills and Abilities

- Good oral and written communication skills with particular emphasis on negotiation and representation skills on the telephone.
- Ability to communicate effectively in writing with particular emphasis on negotiation and representation skills and preparing reviews, reports and correspondence.
- Good interpersonal skills including the ability to work with a wide cross section of the public.
- A flexible approach to work.
- The ability to work some unsocial hours and travel.
- Ability to work without close supervision, to prioritise own work and meet deadlines.
- Numeracy to the levels required in the tasks.
- Ability to research, analyse and interpret complex information.
- Ability and willingness to use information technology to facilitate the work as appropriate.
- An ordered approach to casework and an ability and willingness to follow set procedure concerning casework and file management.
- Ability and willingness to work as part of a team

