

## Hospice of the Valleys

### Job Description and Person Specification

<b>Title:</b>	Welfare Rights Advisor – 22.5 hours per week
<b>Grade:</b>	General
<b>Reports to:</b>	Family Support Team Lead
<b>Responsible to:</b>	Head of Clinical Services
<b>Accountable to:</b>	Chief Executive Officer
<b>Locality:</b>	Blaenau Gwent, based at Hospice Office in Ebbw Vale
<b>Key Working Relationships</b>	Members of the Hospice Multi-Disciplinary Team Statutory Social Services Department of Works & Pensions Voluntary Agencies Council Tax and Housing Benefit offices

#### **Job Summary:**

The post holder will work as part of the Family Support team to assist patients, families and carers in maximising welfare benefit take up through the development of welfare benefits advice, and provide training, briefing and information to colleagues on issues concerning benefits and financial advice.

#### **Key Responsibilities**

1. To establish the financial needs of patients, families and carers and provide the appropriate support necessary to assist with benefit claims
2. To communicate effectively with patients, families and carers
3. To communicate effectively with team members, and other agencies
4. To advocate on behalf of patients, families and carers, when required, and promote autonomy when performing your role
5. To support the patient, families and carers to adjust to the financial implications of new and changing situations
6. To be able to work within a highly emotional environment, and access support when required
7. To competently manage and prioritise own workload within a changing environment
8. To maintain accurate written and computerised records
9. To keep updated with changes to the welfare benefits system, and the impact they will have on patients, families and carers.
10. To represent the Hospice at local meetings.

## **Education**

1. Have a commitment to lifelong learning and continue to undertake own professional development
2. Assist in the formal and informal education initiatives to patients, families and carers.
3. Participate in the internal Education programme, providing learning opportunities to colleagues

## **Management/Leadership**

1. Contribute to effective multidisciplinary team working and discussion
2. Use of reflective skills and facilitation skills to evaluate current practice.
3. To receive clinical supervision
4. Support practice development through participation in complex case discussion/reflection with members of the MDT and other health care professionals as appropriate.
5. Work in accordance with Hospice of the Valleys policies and procedures guidelines.

## **Clinical Effectiveness**

1. Report any accident or incident in accordance with Hospice of the Valleys policy and protocol.
2. Evaluate the effectiveness of own practice and participate in multi-disciplinary audit as required and appropriate.
3. Participate in the Hospice of the Valleys review process and education programme as appropriate and as agreed by the Head of Clinical Services in order to identify/address relevant training needs.

## **Health and Safety**

All employees have a responsibility under the Health & Safety at Work Act 1974 to protect and promote their own health and that of others in the workplace

## **No Smoking Policy**

Hospice of the valleys operates a No Smoking Policy

## **Data Protection**

All employees are required to uphold the confidentiality of all information records in whatever format, encountered in the course of employment and after it. All employees are bound by the requirements of the Data Protection Act when, in the course of their employment, they deal with information records relating to individuals

## **Equal Opportunities**

It is the aim of Hospice of the Valleys to ensure that no job applicant or employee receives less favourable treatment on the grounds of sex, race, colour, nationality or ethnic origins, or is placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable. To this end, Hospice of the Valleys has an Equal Opportunities Policy and it is for each employee to contribute to its success.

***This job description is not exhaustive and may be amended following appropriate consultation***

## **PERSON SPECIFICATION**

**JOB TITLE:** Welfare Rights Advisor – 22.5 hours per week

**GRADE:** General

<b>REQUIREMENTS</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>Education/ Qualifications</b>	Education to GCSE standard or equivalent, or above  Evidence of recent Continuing Professional Development	
<b>Experience</b>	Supporting individuals, carers and families with benefit claims  Managing own caseload within a team	Working with people with a life limiting illness  Working with bereaved people
<b>Skills, knowledge, special aptitudes</b>	Good knowledge of the benefits system and entitlements  Liaison with other agencies  Good communication skills, verbal and written  Good time management & organisational skills  Basic IT competency with email, internet, Word and PowerPoint	Working knowledge of D.W.P. legislation and procedures  Presentation and publishing skills  Experience of undertaking audit  Intermediate/advanced IT competency
<b>Personal qualities and circumstances</b>	Personal grief/loss resolved sufficiently to perform & cope in an environment that has exposure to bereavement concerns  Ability to work with people affected by a life limiting illness or bereavement  Self awareness and reflective skills  Excellent interpersonal skills  Team player  Flexible and adaptable to a variety of tasks  Car owner/driver	