# MACMILLAN/CITIZENS ADVICE WELFARE BENEFITS OUTREACH CASEWORKER

**Person Specification**

## Requirements Experience

1. At least two years recent experience of in-depth Welfare Rights casework.
2. Experience of other advice areas that contribute to the income maximization of the client group such as money advice, housing and employment.
3. Experience of managing own case load.
4. Experience of working with and supporting volunteers in an advice-work setting.

## Knowledge and understanding

1. Demonstrable in-depth knowledge of welfare benefits including those related to disability and sickness and cancer in particular.
2. An understanding of the issues facing people affected by long-term illness and disability, including cancer and their families and carers.
3. Knowledge of or willingness to gain an understanding of Macmillan Cancer Reliefs services and policies and other services which are relevant to people affected by cancer.
4. An understanding of and commitment to the Aims and Principles of the CAB service including the services Equal Opportunities policies.
5. A good, up to date understanding of equality and diversity law, including its application to the provision of advice.

## Skills and abilities

1. Good oral communication skills with particular emphasis on negotiation and representation skills and on the telephone.
2. Ability to communicate effectively in writing with particular emphasis on negotiation and representation skills and on preparing reviews, reports and correspondence.
3. Good interpersonal skills including the ability to work with external stakeholders and a wide cross section of the public.
4. Flexible approach to work and an ability to work some unsocial hours and travel.
5. Numeracy to the levels required in the tasks.
6. Ability to work without close supervision, to prioritise own work, manage caseload and meet deadlines and monitor own standards.
7. An ordered approach to casework and an ability and willingness to follow set procedures concerning casework and file management etc.
8. Ability and willingness to use information technology in the provision of advice and the preparation of reports and submissions.
9. An ability and willingness to work as part of a team.
10. Ability to give and receive feedback.