

Person Specification

This post requires that the post holder has the following skills and experience to fulfil the job description.

Essential Experience and Skills:

1. Welfare Benefit regulations: experience of providing a specialist casework-based service across the range of welfare benefits and up to First Tier Tribunal level.
2. Excellent verbal and communication skills: giving advice remotely (by phone and on-line) and in person, writing letters and writing up notes.
3. Experience in providing advocacy.
4. A good level of numeracy.
5. Attention to detail.
6. Ability to manage a busy caseload, working under pressure and meeting deadlines.
7. Track record in meeting casework targets.
8. Experience of team working.
9. Ability to use a case management system and other computer systems.
10. An understanding of the issues affecting individuals who are cancer sufferers or who part of a family affected by cancer.
11. An understanding of and commitment to Equality, Diversity, and Inclusion.

Desirable Knowledge and Skills:

1. Knowledge or experience of working in the advice sector.
2. Knowledge or experience of working in the health sector.
3. Experience of working with those affected by cancer and their families and carers, or of working with a vulnerable client group.