

Advert

Join our Macmillan Benefits Advice team

We are seeking volunteers to join our benefits advice team who work in partnership with Macmillan Cancer Care to provide welfare benefits and basic debt advice to people affected by cancer and their families with the aim of maximising their income, reducing stress and anxiety and helping them through their diagnosis.

The service was developed in recognition that many people with cancer experience financial difficulties and money worries. Being unwell and having treatment for cancer can have a significant financial impact on the person themselves, their carers and families. Some people are not able to work or may already be on a low income, while most also experience additional expenses such as prescription charges, travel costs to and from hospital, clothing, and increased fuel bills.

In this role you would be providing general support to the team, to include dealing with general enquiries, information gathering, assisting in the completion of grant applications, management of case records, typing, filing, emailing, and photocopying. After gaining experience with the role, there may be an opportunity should you so wish, to further develop your skills and train as a volunteer benefits adviser interviewing clients affected by cancer both face to face and over the phone to ascertain key information when they first come in or call us. You would then either provide initial information and advice or decide the best next steps for the clients.

You would need to be empathetic and sensitive to the needs and problems of clients with terminal conditions, have excellent listening skills and be able to assimilate information quickly. You will also enjoy working in a team and be happy to use websites to research information.

Comprehensive training is provided and appropriate training would also be given in the event that you decide to develop your skills further

If you are interested in this role do email us at recruitment@citizensadvicereading.org. We would love to hear from you.