



Job Title: Macmillan Benefits Caseworker
Location: Royal Berkshire Hospital and Minster Street (Reading)
Offices and/or home working
Job Type: Fixed term until December 2024
Hours: 21 hours (0.6FTE)
Salary: £25,000 (pro rata) depending on experience
Start date: ASAP

Citizens Advice Reading works in partnership with Macmillan Cancer Support to provide welfare benefits advice to people affected by cancer across Berkshire. Our caseworkers are primarily based at the Royal Berkshire Hospital in Reading and from home.

Our team consists of a number of caseworkers each of which, in addition to a client caseload, has both general and specific responsibilities to support the activities and development of the service.

We now have a vacancy for somebody to join the team as a paid caseworker. Main responsibilities of the role would be:

- running your own caseload
- supporting the volunteer members of the team
- contributing to maintaining and developing a quality service

To be successful you will be a fully trained Adviser at Citizens Advice or equivalent and have a good knowledge of welfare benefits, especially sickness and disability benefits (this can however be developed as part of the role). You will also be organised and able to run a caseload. Experience of supporting volunteers would be an advantage but not essential.

You would definitely need to be comfortable working in a hospital environment with cancer patients whilst being empathetic and sensitive to their needs. As an excellent communicator with strong interpersonal skills you will have good analytical skills and be able to use IT systems to support all areas of your work.

We offer a 5% employer pension contribution and all employees receive a Lifeworks subscription.

We are keen to support flexible working for the right candidate. If you are interested in this role we would love to hear from you

Closing Date: 09:00 Friday 3 December 2021

For an application pack please email: recruitment@citizensadvicereading.org

Citizens Advice Reading recognises the positive value of diversity, promotes equality and challenges discrimination. We welcome and encourage job applications from people of all backgrounds