**COMMUNITY ADVICE ANTRIM & NEWTOWNABBEY**

**MACMILLAN BENEFITS SERVICE ADVISER**

**JOB DESCRIPTION**

**JOB TITLE:** Macmillan Benefits Adviser

**RESPONSIBLE TO:**  Manager

**HOURS:**  Hours Negotiable

**LOCATION:**  Antrim

# Main Duties and Responsibilities

* To provide a multi-channel advice and information service in various locations, including health settings.

* To develop strong relationships with other Macmillan Benefit Advisers in Northern Ireland and other professionals connected to the service to ensure good communication.

* To negotiate with external organisations on behalf of clients.

* To maintain case records in line with the requirements of Community Advice Antrim & Newtownabbey, Macmillan Cancer Support and Northern Ireland Advice Services Consortium Quality Standard.

* To undertake training in order to develop skills to improve service standards.

* To contribute to Community Advice Antrim & Newtownabbey and Macmillan policy work by highlighting injustices and providing case studies.

* To be familiar with Community Advice Antrim & Newtownabbey equal opportunities policy and to work to it at all times.

# General

* Abide by health and safety guidelines and share responsibility for own health and safety and that of colleagues.
* Contribute to maintaining good relationships with partners and actively seek out potential partners to develop referral relationships with.
* Monitor and evaluate activities appropriate to the role and contribute to the service planning process by providing regular reports and feedback on areas of responsibility.
* Undertake any other reasonable tasks within the post holder’s capacity.
* This post may involve occasional travel to other Macmillan centres.

**MACMILLAN BENEFITS SERVICE ADVISER**

**PERSON SPECIFICATION**

**Education/Qualifications**

1. Educated to GCSE level or equivalent standard.

# Experience

2. A minimum of 2 years’ (post training) recent experience of providing benefits advice to the public.

# Knowledge

1. Candidates will have completed a recognised Advisor Training Programme, e.g. a programme provided by Citizens Advice, Advice NI or Law Centre (NI) \*\*
2. An understanding of the financial implications of a cancer diagnosis.

*\*\* Candidates will be asked to produce a certificate of verification or a letter of a. recommendation for an award of credit.*

# Skills and Abilities

1. Ability to demonstrate a client centred approach - understanding, empathy and flexibility with people coming to terms with difficult situations.
2. Be able to demonstrate strong teamwork, effective communication and knowledge sharing, in the context of service users, colleagues and external agencies.
3. Evidence of delivering a professional and high-quality service based on organisational values.
4. Experience of recognising campaigning issues and taking action.

**Shortlisting: Applicants will be shortlisted using essential criteria numbers 1, 2 & 3.**

**Interviews: Candidates will be assessed using all of the essential criteria.**

**Terms & Conditions of Service**

**Contract Type: Fixed term until December 2026, with the possibility of extension subject to continuation of funding**

**Location: Antrim area (Northern Trust Area)**

**Hours of work: Hours Negotiable**

**Salary: from £26,468 - £28,496 (entry point will depend upon advice experience)**

**Leave: 25 days per annum plus statutory holidays (pro rata for part time hours),**

**this will increase with long service entitlement.**

**Pension: Access to a workplace pension**

**Other conditions of service shall be those applying to employees of Community Advice Antrim & Newtownabbey including:**

* **Death in Service Benefit x 3 time annual salary**
* **Westfield Health & Wellbeing Policy**

**Community Advice Antrim & Newtownabbey is an equal opportunities employer and we welcome applications from all sections of the community.**