



Volunteer Macmillan Project Administrating Support

Would you be interested in extending your volunteering duties to volunteer with cancer patients?

The role

Our Macmillan Project are looking for a friendly, warm and empathetic individual to help support the Macmillan case working team to deliver specialist advice by providing client service and screening incoming cases. You will be someone whose friendly, attentive nature could flourish in this supportive, client-facing position, where you will be able to apply the sensitivity required when handling delicate cases. This will be a rewarding role to someone who is passionate about helping to improve the lives of those most in need.

This role can be taken on alongside your existing volunteering commitment and considered as additional hours or days volunteering.

The Macmillan Project

Cancer can often radically alter the financial circumstances of those affected by it. People may become unable to work and suffer a loss of income, while at the same time being faced with many extra expenses. This is why Macmillan Cancer Support and Citizens Advice have joined forces and are working together to provide welfare benefits advice to people affected by cancer.

Our Macmillan Project is a team of caseworkers and volunteers providing advice to clients about all the benefits they are entitled to and provide help claiming them. They also ensure that they are aware of any available grants which could assist them, and can provide advice on other issues. This means the team are there to support cancer patients and their families to navigate the benefits system and alleviate some of their stress, at a time when they are most vulnerable.

Main Duties and Responsibilities

- To provide a point of contact for clients, assessing their need, provide initial support and advice and referral for further support subject to training.
- Assess and triage referrals using a holistic approach, providing initial support, signposting and referring internally and externally as needed including accessing emergency grants.
- To build an accurate, factual and clear client profile and present case records following case management processes ensuring the case management systems

are up to date and processes followed to meet Citizens Advice quality framework.

- Undertake and complete training identified to meet the competency of the role, including Adviser Level 2.

Personal Skills and Qualities

Specific qualifications are not required to train for the role although some experience desirable.

You need:

- Awareness of, and ability to, understand and empathise with clients from a diverse range of backgrounds, providing outstanding customer service with a natural ability to emphasise.
- Understanding of working with vulnerable client group, resilience to be able to actively listen to assess and understand the client issue and appropriate next steps.
- A proven commitment to continuing professional development.
- Excellent communication skills both in writing and verbally, able to communicate with a range of audiences and at different levels.
- Excellent organisation skills, with attention to detail.
- Excellent IT skills, able to independently use a range of applications, software and Microsoft Office.

Other information

You may be required to work from home and our office, supported by an allocated Macmillan caseworker. You will need your own IT equipment and access to Wi-Fi. We provide digital training and ask you to be proactive when elements of this are self-learning. There will also be training on the job by specialist staff members.

We ask our Volunteer Macmillan Administrating Support to volunteer for at least one day a week, this may be split into half days. We are looking for volunteers for **Monday, Tuesday or Friday**. This is a long-term volunteer role that requires a minimum of 12 month commitment.

We pride ourselves on having a diverse workforce and welcome all applications from people with all range of abilities for the skills that they bring.

If you are interested please email **volunteer@westsussexcab.org.uk** to apply.
Alternatively you can apply via our website: **www.advicewestsussex.org.uk**