



Volunteer Macmillan Project Support

The role

Our Macmillan Project are looking for a friendly, warm and empathetic individual to support a designated Macmillan caseworker to deliver specialist advice to existing clients, by providing casework support through allocated tasks. These include confirming and recording outcomes, chasing progress on claims submitted with third parties and gathering further medical evidence to support applications.

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

- Provide support to caseworkers with incoming and outgoing post, complete basic forms.
- To provide follow up with clients and ensure successful outcomes are achieved and captured on the database.
- Undertake specific training to support advocacy and negotiation with third parties to progress a client's enquiry in a timely manner. Directed and supported through specific allocated tasks.
- Ensure case records are clear, accurate and case management processes are followed.
- Awareness of research and campaigns work to support the team in identifying and progressing in justice for campaign to change.
- Manage own work and ensure deadlines are met, quality standards and procedures are followed

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 and outstanding customer service with a natural ability to care and emphasise.
- Understanding of working with vulnerable client group, able to assess their needs and listen actively to understand the client issue and appropriate next steps for signposting.
- A proven commitment to continuing professional development.
- Excellent communication skills both in writing and verbally, with the ability 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 need to work from home and one of our offices, supported by an allocated caseworker. You will need your own IT equipment and access to Wi-Fi. We provide digital training and ask you to be pro-active when elements of this are self-learning. There will also be training on the job by specialist staff members.

We ask our Macmillan Project Support to volunteer for at least 1 day a week, this may be split into half days. This is a long term volunteer role that requires a minimum of a 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