* Person specification

Macmillan Benefits Caseworker

**Person Specification - Essential (E) or Desirable (D)**

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| **Knowledge and experience** | **Excellent knowledge of welfare benefits legislation and subject including income maximisation, challenging decisions and the current system** | **D** |
| **Recent and relevant experience of delivering welfare benefits advice across a range of subject areas and levels including disability benefits, means tested and contributory benefits or at least 1yr experience in casework.** | **E** |
| **Recent experience of successfully representing clients at independent social security tribunals and preparing appeals in a range of subjects.** | **D** |
| **Experience of working within a quality framework and case management system such as AQS** | **E** |
| **A demonstrable understanding of the financial impact of cancer and the needs of people affected by cancer** | **D** |
| **Skills** | **Highly effective verbal and written communication skills appropriate to different audiences, with literacy skills appropriate to the role including advice letters, submissions and reports to funders.** | **E** |
| **Confident with numbers and able to undertake complex benefit calculations and use digital benefit tools.** | **E** |
| **Ability to prioritise own work and support others with theirs, meet deadlines, achieve targets, and manage caseload in line with procedures.** | **E** |
| **Competent to use IT in giving advice across multiple channels and the preparation of reports and submissions, use of case management systems.** | **E** |
| **Able to work well in a team and independently, provide constructive feedback.** | **E** |
| **Qualifications and training** | **Driving licence and use of a car due to requirement to attend outreaches and home visits in rural locations** | **D** |
| **5 GCSEs grade C or above, including Maths and English (or equivalent),** | **E** |
|  | **A degree in relevant subject such as law or equivalent training in welfare benefits law including CPD hours in specialist level benefits training.** | **D** |
| **Personal attributes** | **A commitment to quality and continuous improvement and use of KPIs and data to drive performance** | **E** |
| **A proven commitment to equality, diversity and inclusion willing to challenge behaviours and discrimination.** | **E** |
| **A commitment to learning and development, maintaining your own continued professional development, apply reflective practice and receive feedback.** | **E** |
| **Other requirements** | **Happy and able to work and travel across West Sussex and attend occasional meetings outside of the area as the role requires** | **E** |

Please use the S.T.A.R method when completing the application form referencing the person specification.

**Please note, subject to the volume of applicants, applications may close early at the discretion of CAWS.**