



Job Description

Role	Macmillan Money and More Caseworker
Reporting to	Service Delivery Manager
Salary & contract term	£29 977.00 FTE per annum Permanent
Hours	37 hours per week
Location	Crawley, Haywards Heath, Shoreham, Horsham – some travel required in East Sussex if required on outreach basis.
Team overview	Delivering specialist casework across East and West Sussex within the Macmillan Community Casework team, supporting people affected by cancer (PABC).
Role overview	To deliver high quality, holistic and efficient advice to PABC across welfare benefits, employment, debt prevention and related areas. The role combines high volume casework with early intervention advice and signposting so that clients receive the right support at the right time. Advisors will work across multiple channels, providing accurate information, practical assistance and seamless referrals into specialist support where required. The role will include face-to-face appointments across East and West Sussex where necessary. DBS required.
Main responsibilities	Key elements/Tasks
Main	- Make referrals into the centralised Triage service where approaches for help are made in the community or via Health/Care Professionals. - Receive referrals from the central Triage team. - Provide casework to clients to resolve complex issues - Provide benefit checks identifying and supporting with or completing applications. - Complete/support formfilling such as:

	• WCA50 • Pension Credit • PIP2 Forms • Attendance Allowance - Draft and submit Mandatory reconsiderations and Appeals. - Collect sensitive and confidential information to move a case forward. - Liaise with third parties such as the DWP to resolve issue and achieve outcomes for clients. - Work with a small team of volunteers to support the smooth operational delivery of the Macmillan service. - Ensure cases are created, accurate records and outcomes recorded using Macmillan and AQS guidance including custom questions. - Ensure feedback forms are sent to clients - Attend outreaches in health care settings or as otherwise required to meet with clients, liaise with health care professionals and ensuring a person-centred approach. - Ensure casework is coded correctly in line with funder and internal guidance, ensuring funder specific recording is followed. - Work toward agreed funder and internal targets. - Where assessed as competent, complete quality checks such as QAA, case checking or IFR for colleagues or own work if self-supervising
Research and Campaigns	- Recognise the root causes of problems and contribute evidence in line with the twin aims of the Citizens Advice service, highlighting issues of particular concern to disadvantaged groups and clients in general. - Participate in appropriate campaigns. - Share blogs, case studies and insights to support the charity's influencing and insight work.
Professional Development	- Keep up to date of new and changing legislation relevant to the post and of local issues/policies - Read the regular Citizens Advice circulars and information items

	- Identify and undertake appropriate training to develop knowledge, skills and expertise - Keep CPD records up to date - Continue to develop competency in ICT and digital solutions - Attend relevant meetings as agreed with the line manager
Other Duties & Responsibilities	- Abide by EDI, safeguarding, health and safety guidelines and share responsibility for own safety and that of colleagues - Any other relevant administrative and support duties required to ensure the smooth running of the Citizens Advice services - Act as an ambassador for both Citizens Advice and Macmillan, representing us positively and upholding our values



Person specification

Essential

- Experience providing generalist advice or casework, ideally including welfare benefits, employment, or debt prevention
- Strong understanding of welfare benefits systems and entitlement rules
- Ability to deliver advice pragmatically and sensitively, adapting to client needs
- Experience handling client enquiries via telephone and digital channels and face-to-face
- Ability to travel across East and West Sussex – only when necessary
- Numeracy sufficient for benefit calculations and financial assessments
- Ability to manage a caseload, prioritise work, and meet deadlines
- Ability to use IT systems confidently, including Casebook
- Ability to give and receive feedback constructively
- Strong teamwork skills and willingness to support colleagues
- Understanding of issues affecting clients, including those impacted by illness or cancer
- Commitment to equality, diversity, and the aims of Citizens Advice
- Experience working remotely

Desirable

- Two years' experience in generalist casework.
- Understanding of social trends and their impact on clients.
- Experience working with health professionals or specialist support services.