

Job Description
Macmillan Welfare Benefits Caseworker
(Stoke-On-Trent)

Title:	Macmillan Welfare Benefits Caseworker
Based at:	Disability Solutions (DSWM) North Staffordshire Medical Institute Hartshill Road Hartshill Stoke-on-Trent ST4 7NY
Hours of work:	Negotiable up to 37hrs per week
Reporting to:	Advice Team Lead / Senior Advice Appeals and Tribunals Mentor
Start Date:	June 2025 onwards

About Disability Solutions West Midlands (DSWM) - we are a user-led pan-disability charity based in Stoke-on-Trent and have been working in the city for over 40 years. Our mission is to empower people with disabilities and long-term health conditions to attain the highest possible quality of life, through listening, information, advice, guidance, and emotional support.

DSWM Advice Team - providing advice, guidance, information, and representation for people with disabilities, and their carers, living within the city of Stoke-on-Trent. Our service utilises a range of approaches to best suit the specific needs of clients, including telephone contact, face-to-face interviews and outreach clinic visits.

Welfare Benefits Caseworker - will deliver high quality information, advice, and guidance to people with disabilities, helping them to negotiate the pathways of the welfare benefit system with special emphasis on, PIP claims, ESA claims, UC sanctions, DLA, and Carers Allowance. The support offered by Welfare Benefits Caseworker will include form completion, and completion of Mandatory Reconsiderations. Also offering information/signposting/referral regarding health and social care services, and appropriate community assets. Welfare Benefit Caseworker will support the positive promotion and raised profile of the Service with other professionals and with client groups. They will be expected to establish and take responsibility for managing their own caseload.

Key Responsibilities of the Welfare Benefits Caseworker:

1. To work as a member of the DSWM Advice Team, giving advice and guidance to clients regarding welfare benefits and other related issues that they may arise.

2. To undertake benefit checks for clients and to advise/support clients regarding benefit applications (undertake form completions, Mandatory Reconsiderations), supporting appropriate benefit claims and processing based on medical evidence and information provided by the client.
3. The Welfare Benefit Caseworker will occasionally attend appropriate outreach clinics and events as required.
4. To maintain appropriate and up-to-date records relating to the clients related activity and interventions within their caseload, ensuring that follow-up procedures are followed to ensure quality and client satisfaction.
5. The Welfare Benefit Caseworker will establish good working relationships with appropriate partners, professionals, and agencies to ensure consistency of working and avoid duplication of effort.
6. To ensure that suitable confidentiality and data protection procedures are followed at all times, and to manage and prioritise their own workload in agreement with the line manager, to participate in regular team meetings and work as part of a team to ensure the smooth and effective running of DSWM.
7. To maintain the highest standards of conduct at all times. To carry out the duties of the post with strict adherence to all DSWM policies and procedures, to consult and liaise with the line manager with regards to the key aspects of the work, and to supply monthly statistics and other information as required.
8. The Welfare Benefits Caseworker will raise awareness with the line manager / CEO any health and safety issues affecting themselves, colleagues and clients.

Disability Solutions expects all its staff to maintain the highest standards in terms of presentation, client satisfaction, interpersonal relationships and integrity and will support all staff to achieve these.

This job description is not exhaustive, and the post holder may from time to time be asked to undertake other duties appropriate to their overall role as requested by the line manager / mentor / CEO.

Staff Development

1. All staff undergo an induction programme that gives clear guidance of the aims and values of the organisation and acceptable standards of performance and behaviour in carrying out their role.
2. The post holder will receive regular one-to-one supervision and support in line with DSWM policy.
3. Further training opportunities for professional and personal development will be provided, as appropriate and according to identified need.

Macmillan Welfare Benefits Caseworker - Person Specification

	Essential / Desirable	Area of Assessment (A=application / I=interview / P=presentation)
Experience & Knowledge		
Previous experience in a welfare rights advisor or equivalent role	E	A / I / P
Practical experience of liaising and negotiating with the DWP / HMRC / Local Authorities etc.	E	A / I / P
Continuous updated knowledge and ability to reference Government legislation and policy development	D	A / I / P
Knowledge of health and social care landscape/ systems/ policy	D	A / I / P
Good understanding of the social model of disability	D	A / I / P
Experience of working with people with disabilities, long-term / life-limiting health conditions and/or complex needs	D	A / I / P
Enhanced understanding of confidentiality and Data Protection	E	A / I / P
Qualifications		
Educated to a good standard with a high level of literacy and numeracy skills	E	A / I
Skills		
Excellent communication skills across a range of media	E	A / I / P
Excellent active listening skills	E	A / I / P
Ability to respond impartially and sensitively with a range of clients and third-party organisations	E	A / I
Ability to work unaccompanied and as part of an integrated advice team	E	A / I
Ability to effectively organise own workload	E	A / I / P
Outcomes focused / solutions focused approach	E	A / I / P
Ability to maintain accurate computerised records using client centred databases, produce accurate written and verbal reports	E	A / I
Other		
Willingness to work flexibly	E	A / I
Driven, empathetic, and passionate about social justice	E	A / I / P
Commitment to continuous professional development in a range of skills	E	A / P
Confident in own ability and in situations of meeting clients and other professionals	E	A / I / P
Ability to travel throughout the Stoke-on-Trent area and beyond if required	E	A / I
Ability to work within and adhere to organisational policies and procedures	E	A / I
A good ambassador for the service and the organisation	E	A / I
Possess a good sense of proportion and humour	E	A / I / P
Full Driving Licence	E	A / I
Daily use of/access to car	E	A / I
Case Study Practical Test (10mins available on arrival to consider the case study, followed by presenting findings within interview session)	E	I

