

Job Description

Welfare Benefits Caseworker for the Macmillan Benefits Advice Service (Staffordshire and Stoke-On-Trent)

Title:	Welfare Benefits Caseworker
Location:	Hybrid home-based and Disability Solutions West Midlands HQ. North Staffordshire Medical Institute Hartshill Road, Hartshill. Stoke-on-Trent ST4 7NY
Hours of work:	30hrs per week
Reporting to:	Senior Welfare Benefits Officer & Team Lead
Start Date:	Anticipated October 2026

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 35 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.

The Macmillan Welfare Benefits Advice Service (Staffordshire and Stoke-on-Trent) - provides advice, support, information, and representation for people affected by with cancer across the county.

The Welfare Benefits Caseworker will support the Senior Welfare Benefits Officer in delivering a high-quality Welfare Benefits Advice Service and in promoting and raising the 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

1. Advising new and existing clients on which benefits they may be entitled to and how to claim them. Assisting with other related issues that they may raise, ensuring a high-quality service.
2. Helping people to fill in benefit applications, and challenging benefit decisions.
3. Keeping up to date with benefits legislation.

4. To work as an effective member of the team, undertaking those tasks required of them through their own caseload, and through the overall programme of activity that has been agreed for the team.
5. To agree with each client the most appropriate way of delivering the service to them, whether by phone or face-to-face interviews for example.
6. To maintain accurate 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.
7. To establish good working relationships with other professionals and agencies. When requested, to assist with training of health care professionals.
8. To ensure that suitable confidentiality and data protection procedures are followed at all times.
9. To manage and prioritise 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.
10. 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.
11. To be aware of 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 Senior Welfare Rights Officer, Advice Line Manager, or the 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.

Welfare Benefits Caseworker - Person Specification

	Essential / Desirable	Area of Assessment (A=application / I=interview)
Experience & Knowledge		
Previous experience in a welfare rights adviser or equivalent role	E	A / I
Practical experience of liaising and negotiating with benefit administering authorities	E	A / I
Continuous updated knowledge and ability to reference Government legislation and policy development	E	A / I
Knowledge of impact of cancer on individuals and families / carers	D	A / I
Good understanding of the social model of disability and how cancer fits into this concept	E	A / I
Enhanced understanding of confidentiality and Data Protection	E	A / I
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
Excellent active listening skills	E	A / I
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
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
Commitment to continuous professional development in a range of skills	E	A
Confident in own ability and in situations of meeting clients and other professionals	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
Case Study Practical Test (15mins available on arrival to consider the case study, followed by presenting findings within interview session)	E	I