



Welfare and Benefits Advisor – North East London Haemoglobinopathy Coordinating Centre (NEL HCC)

About the Sickle Cell Society

The **Sickle Cell Society** (SCS) is the only national charity in the UK that supports and represents people affected by a sickle cell disorder. We provide information, advice, and support to enable and empower individuals and families to improve their overall quality of life.

Approximately 17,500 people in the UK have sickle cell disorder. These inherited conditions predominantly affect people of Black African and Black Caribbean heritage and to a lesser extent people of Mediterranean, Middle Eastern, South Asian, and Central/South American heritage.

We assist and enable people living with SCD to realise their full potential whilst successfully managing the challenges they face in living with this potentially life-limiting condition. We are a small, friendly, and close-knit team of 14 skilled and highly committed staff and approximately 30 active volunteers.

If you want to find out more about the work we do, including the **Give Blood, Spread Love Project**, **Screening Programme**, and **Helpline Services**, please visit our **website**.

Brief overview of the role

The Welfare and Benefits Advisor is an integral part of the Sickle Cell, Thalassaemia and Rare Inherited Anaemia community. The post holder will be responsible for providing advice for those with these conditions, their families and carers within the East London and Essex areas. This is a complex patient cohort with multiple health and social needs. The role will also involve offering information that will cover a broad range of subject matters including, welfare benefits, housing, employment.

The post holder for this role will ideally have experience in delivering benefit advice and SCD, Thalassaemia or Rare Anaemia lived experience.

Post:	Welfare and Benefits Advisor for NEL HCC.
Base:	This is a hybrid position, predominantly telephone based from home with one day a week in community outreach clinics.
Accountable to:	NEL Lead Mentor (Peer Mentoring London).
Hours:	35 hrs per week.
Salary:	£32,333.
Length of contract:	Fixed term, one year (post will be continued subject to the outcome of the pilot and evaluation).



Job Description:

Advice:

To liaise with North East London Haemoglobinopathy Coordinating Centre (HCC) and visit adult and children clinic at various sites one day a week to undertake holistic assessments which identify their individual social and welfare needs and seek appropriate interventions.

To undertake further follow up remotely services where appropriate.

To attend and contribute to adult MDT's & steering groups remotely.

To provide a wide range of advice to patients, their families, and carers, in accordance with the SCD, Thalassaemia and rare anaemia policies and procedures.

To empower clients to ensure they are either provided with or can access the support they need to achieve their desired outcomes.

To form robust relationships with multiple stakeholders so as to optimise access to the available statutory services.

To offer a benefit check to all clients and act upon the results to ensure maximisation of income.

To ensure that clear and comprehensive records of all enquiries received and how they were resolved, are entered on the database, maintained and archived, and that any necessary follow-up work is carried out promptly.

To maintain an up-to-date knowledge of changes in practice, policy, and law, both locally and nationally.

Case management and team working:

Manage own caseload and be able to work independently as well as collaborate with the team sharing information and making a positive contribution working proactively toward the SCS vision.

Ensure that all work is completed in line with the SCS systems and procedures.

To contribute to the regular production of monthly statistics and reports relating to the activity and the promotion and development of the service across North East London producing case studies to demonstrate assurance and benefit realisation

Ensure data protection regulations are adhered to and that sensitive data is handled in accordance with relevant legislation and SCS procedures.

Develop and maintain good working relationships with external stakeholders, including statutory and voluntary service providers

Professional development:

Be confident in identifying own training needs, taking responsibility for own development



Attend regular training to develop knowledge, skills and expertise

Attend and contribute to support and supervision and appraisal meetings with your line manager, to further own development.

Key contacts and relationships

Key stakeholders include (but not limited to):

- Patient, carers and family
- NHS
- Sickle Cell Society Helpline
- North East London HCC
- North East London Integrated Care Board (ICB)
- General Practitioners
- Social Workers
- Local Authority Departments
- Citizens Advice Bureau
- Education providers
- Charities
- Volunteers

Scope of job description

This job description reflects the immediate requirements and responsibilities of the post. It is not an exhaustive list of the duties but gives a general indication of work undertaken which may vary in the light of changing demands and priorities

Person Specification – Welfare and Benefits Advisor

Essential skills and experience

- Degree and/or an appropriate professional qualification/ a minimum 2 years' work experience - E
- General knowledge of housing legislation, Equalities Act, Social Services, Social Security Act and Community Care Act - E
- General knowledge of housing, employment and consumer law – E
- Experience of working on own initiative and with others – E
- Experience of effective partnership working with a wide range of groups, individuals, and organisations – D
- Have a good understanding of the social and economic issues affecting society and the implications for providing clients with a service that encourages self-management and empowerment - E
- Knowledge of sickle cell disorder, thalassaemia and rare anaemias – D
- Experience of tribunal representation – D



Competencies

- Shows empathy to people experiencing difficulties - E
- Good listening skills - E
- Non-judgemental about a person's circumstance or situation - E
- Understanding and application of confidentiality - E
- Possesses excellent written and oral communication skills - E
- Possesses excellent time management skills and experience of prioritising effectively -E
- Ability to collect and analyse data – E
- IT Literate - E
- Ability to travel independently to all sites across NEL -E
- Demonstrate a commitment to multidisciplinary team working - E
- Demonstrates a commitment to training, self-development and knowledge of current thinking and policy affecting Welfare and Benefits. - E
- Demonstrates a commitment to promoting equality and diversity in the workplace and in service delivery and development - E
- Shows confidence in dealing with people and situations - E
- Excellent interpersonal skills - E
- Demonstrates a willingness to learn - E
- Willing to work at weekends or evenings if necessary - E

Please note this role is required to have an enhanced **Disclosure and Barring Service (DBS) check**. The successful candidate will be required to comply with the Sickle Cell Society's safeguarding policies and any appointment will be subject to satisfactory references as well as DBS.

To Apply

Please complete the **Application Form** and send it to application@sicklecellsociety.org before the closing date. Please note all applicants must reside in the UK. If you have any questions, please do not hesitate to contact us.

Closing date for applications: **Monday 24th March at 6pm**

Interview date via Zoom or Microsoft Teams: **w/c 14th April 2025**

***Please note** that we reserve the right to close the application period earlier than the stated deadline if we receive a sufficient number of suitable applications.