

## JOB DESCRIPTION

<b>Job Title</b>	Welfare rights supervisor
<b>Department</b>	Support Hub
<b>Reports to</b>	Support hub lead
<b>Reports to you</b>	Welfare rights advisors
<b>Hours of Work</b>	Part time- 3 days/ 22.5 hours per week
<b>Date</b>	August 2022

### The Royal Free Charity

#### Our vision

Our vision is for everyone served by the Royal Free London NHS Foundation Trust (RFL) to have access to world-leading healthcare, delivered by a thriving workforce, and driven by medical research that has a global impact. We support the 10,000 staff of the RFL and their 1.6 million patients across Barnet, Chase Farm and Royal Free hospitals and more than 30 NHS services.

#### What we do

Through the services we provide, and the programmes and equipment we fund, we make a profound and immediate difference to patients' experiences of care. Our volunteering, support hub, and complementary therapy teams enhance the hospital journey for all patients – whether they live locally, or come from further away to access the trust's specialist services. Our support of the RFL workforce enables staff to perform at their very best. Spanning individual professional development and training through to organisation-wide interventions, our initiatives bolster employee resilience and mental health so staff can achieve the best outcomes for patients. We fund ground-breaking research with the potential to change people's lives, whether it's through our small grants programme or delivering major capital funding appeals.

#### Our approach

We are a solution-focused strategic partner to the RFL, helping our hospitals to go further and faster than the NHS could do alone. We believe funding decisions should be made based on strategic priority and impact, with a strong focus on co-production.

The Royal Free Charity (the Charity) invests in:

- Enhanced support for patients
- Vital support for our staff
- Ground-breaking research and innovation
- Cutting-edge medical equipment

## **The generosity of our donors, fundraisers and volunteers enables us to do this.**

The Charity, which employs about 80 people, is working towards becoming an employer of choice

### **Support hub team**

The Support hub department is here to support people affected by long term health conditions (patients and carers), to help them with the practicalities of living with a chronic condition; with the overall aim of improving their wellbeing and quality of life.

We are here to transform patient experience and staff experience and change lives for the better.

We aim to play our part in addressing inequalities in health, through supporting with the wider determinants of health (e.g., finances, housing); areas which can have a direct impact on someone's health outcomes and recovery.

We are here for Royal Free London NHS Foundation Trust staff through the support we provide for their patients, stepping in where they don't have the time or expertise.

A core part of the Support hub service is the welfare rights advice service.

Other services the Support hub currently offer include:

- the volunteer 'check in and chat' programme
- the amputee peer support group; and
- a relaxed physical space in the hospital for patients to come with support needs and for signposting/ referring to relevant services

The welfare rights advice supervisor role sits in the Support hub team, which sits within the 'Services' department.

Building on our achievements in 2021/22, we are pleased to grow our team and introduce this new role to supervise and support the welfare rights advice team.

## Welfare Rights Supervisor

### Principal accountabilities / responsibilities: -

#### Team management, expertise & knowledge:

- To line-manage and supervise a small team of welfare rights advisors (WRAs) with expertise in generalist social welfare advice, including in benefits and housing; to line manage the team to deliver at their best against agreed targets and KPIs.
- To set, monitor and manage individual objectives in line with organisational processes, enabling team development and contributing to a team learning culture.
- To advise the charity's advice team on key information resources and second-tier advice services;
- To work with the Support hub lead around showing the impact of the support we provide; this may be through identifying potential case studies, and/ or supporting with reporting, using the case-management system ('Advice pro') reporting function.
- Using your expertise and knowledge of supervising the service to input into wider RFC and national discussions.
- To deal with complaints in line with the RFC complaints procedure

#### Quality assurance

- To keep up to date with relevant welfare benefits policy, legislation and case law, and communicate this within the team
- To undertake and document regular case independent file reviews to help develop the WRAs and ensure quality of service. The number of files and frequency of review will be determined according to each advisor's skills and experience.
- To identify training gaps within the team and deliver in-house training and support to our advisors where deemed necessary.

#### Processes & procedures

- To help with the delivery of a high-quality advice service within a hospital setting; to ensure effective processes and procedures are in place, as well as contribute to their continuous improvements
- To input into service delivery decisions, necessary for a successful running service, with the patient at the core of what we do.
- To help provide a service that is personal, responsive and sensitive, ensuring confidentiality and adhering to the Data Protection Act 2018 and GDPR

#### Working with others

- To work alongside the Support hub lead, inputting into service delivery, and deputising when required.
- To facilitate first class customer service to patients and carers of the Royal Free London; to ensure that people accessing the service feel welcomed, valued and understood;
- To effectively support RFL hospital staff, building positive relationships across the trust, encouraging collaboration where possible.
- To build effective working relationships with staff in the Support hub and other departments of the Royal Free Charity

- To liaise and establish contact with relevant local and national agencies and services; building effective working relationships where possible
- The role may occasionally require you to promote the service by attending meetings and events, giving presentations and distributing appropriate information materials where required;
- To help clients understand the practical ways they can be a part of achieving the RFC and Support hub wider purpose (e.g., giving their feedback on how the Hub has helped them), thus contributing to the charity's wider vision and mission.
- Safeguarding – to be aware of your duty to protect individuals to live free from abuse, harm and neglect, and to follow correct procedures where you or an advisor has concerns for an individual, in line with the Royal Free Charity safeguarding policy.
- To signpost or refer into mental health support services where appropriate

## Administration

- To support generalist social welfare advice provision across a range of topics, including benefits, housing, employment, as well as provision of information and guidance in relation to debt and immigration.
- When doing case-work audits, to log as appropriate on the Advice Pro system
- If involved in any case-work directly, to log accurately on the Advice Pro system, to enable the continuity of casework;
- To contribute to the development of our organisational tone of voice and ensure all work is in line with the brand.

## Planning & strategy:

- To work with stakeholders (e.g. clients, hospital staff, the welfare advice team) to help develop the strategy
- To work closely with the Support hub lead on budget development, monitoring and reporting.
- To contribute to ongoing team strategy development and to represent the support hub team on cross-departmental projects.
- The ability to help lead the future development of the Support hub and the welfare benefits service(s) at The Royal Free Charity based at the Royal Free London NHS Foundation Trust

## Other - All staff are expected to:

- To take time for personal development, contributing learning and ideas to the wider team.
- To have a positive professional work attitude
- Be highly motivated and able to take the initiative
- Be enthusiastic and passionate for the Charity / Hospital environment
- To have a strong affinity with the NHS and philanthropic values
- To support your team and your other colleagues
- Attend meetings and training as required
- Be flexible and respond to the needs of services
- Attend supervision on a regular basis with the line manager
- To treat everyone equally, regardless of sex, age, disability, gender reassignment, race, ethnicity, religion or belief, sexual orientation, or any other protected characteristic

- Read and adhere to the Charity policies, including the dress code, and all relevant legislation and ensure that any team members who report to you do the same
- Be aware of and have a good understanding of Health and Safety at Work and the Fire Procedure and understand the correct action to be taken in the event of a fire
- To work to the Charity's Vision and Mission
- To undertake any other tasks commensurate with the role
- Having COVID19 vaccination will be a condition of employment unless exempt. It will apply for those who may work within the Royal Free London Hospitals and/or have contact with patients or services but are not directly involved in their care and/or who have face-to-face contact with patients and service areas with routine and regular access to patient care areas for the purposes of their work.

This job description is not exhaustive, and the role will include other tasks and responsibilities commensurate with the post and subject to change to meet legislative requirements.

## Person Specification

### Qualifications, experience, skills & knowledge

#### Qualifications

- CSE/GCSE in Maths and English or equivalent
- Degree or equivalent

#### Experience

- The successful candidate will have recent experience of directly managing and developing a high-quality welfare advice team and service.
- Recent experience of undertaking welfare benefits casework and providing welfare benefits advice and advocacy
- To have previous and recent experience of supporting people with a range of welfare related issues including benefits and housing issues
- Not for profit/ Charity or NHS experience advantageous;
- Experience of working with people affected by long term health conditions would be beneficial, with a good understanding of the issues and challenges they face.
- Experience using a case management system regularly; proficiency with 'Advice Pro' would be advantageous.
- To have experience achieving or working in an organisation which has the Advanced Quality Mark (AQS) would be beneficial.
- Experience of monitoring and managing KPIs and activity plans.
- Demonstrable experience proactively engaging with stakeholders to achieve relationship development objectives. To include presenting personally and briefing more senior colleagues to lead meetings.

#### Skills & knowledge

- Advanced understanding of welfare benefits, including benefit applications, mandatory reconsiderations and appeals (e.g. first tier tribunals)
- Housing expertise, for example, (but not limited to):
  - Homelessness applications
  - Housing applications (part 6 allocations)
  - Challenging of decisions on homeless and housing applications
  - Housing disrepair
- Generalist and up to date knowledge of a range of welfare related issues (e.g. benefits, housing, debt, and employment law -considering what matters must be referred on)
- Able to demonstrate how you have maintained knowledge of legal changes and practice, as well as how you have maintained your professional development
- Awareness of other pathways and services available to signpost or refer people
- Proven record of driving efficiency and standards through revision of templates and process documents.
- Ability to contribute to a collaborative and agile team, enabling others to learn and deliver, and celebrating successes.
- To have excellent communication and customer service skills, with outstanding listening skills, and excellent verbal and writing skills.
- Ability to proactively build relationships and networks.

- Strong literacy skills with an excellent eye for detail and the ability to present complex information in writing and presentations.
- To be flexible, tactful, diplomatic, non-judgemental, and supportive in your approach; as well as the ability to empathise and support people and to build trusting relationships
- To have strong negotiation and influencing capabilities.
- Excellent IT skills, including a thorough knowledge of MS Office (Word, Excel and PowerPoint)
- Highly numerate with the ability to analyse complex data.
- Key management skills such as problem solving, motivating and decision making, as well as outstanding administrative and project management skills.
- The ability to work independently, to prioritise, organise and manage workload effectively whilst dealing with unplanned interruptions
- Knowledge of laws and regulations with regards to data protection and compliance
- Able to deal with sensitive information in a confidential and professional manner
- To have the confidence to learn new systems and skill sets independently.
- To have a good understanding of Equality, Diversity and Inclusion.