

JOB DESCRIPTION

Job Title	Welfare rights supervisor
Department	Support hub
Reports to	Support hub lead
Reports to you	Welfare rights advisers
Hours of Work	30 or 37.5 hours per week/ 4 or 5 days a week (3 days onsite)
Date	November 2023

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 grant programmes, commissioned research 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 over 80 people, is working towards becoming an employer of choice.

The Support Hub team:

The support hub team 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 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.

A core part of the support hub service is the welfare rights advice service; with a team of advisers supporting patients and carers of the Royal Free Hospital. We also support a small number of NHS staff.

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.

Other services the wider support hub offers include a peer support group, a relaxed physical space in the hospital for patients to come for a chat, and signposting or referring to services in the community.

Building on our achievements over recent years, the supervisor position is now a permanent role.

The main objectives of the post are:

- To supervise the welfare rights advice team within the RFC support hub
- To quality assure and undertake case audits
- To ensure effective policies and procedures are in place.

Welfare rights supervisor – job description

Principal accountabilities / responsibilities:

Team management, expertise, and knowledge:

- To line-manage and supervise a small team of welfare rights advisers (WRAs) with expertise in social welfare advice, including in benefits and housing; to oversee 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 support the advisers with details of key information resources and second-tier advice services.
- To help with triage as and when required, to support with demand and capacity.
- To work with the support hub lead to show impact; this may be through identifying potential case studies and/ or supporting with reporting, using the case-management system ('Advice Pro').
- To ensure the support hub is adequately staffed and absences managed, supporting with recruitment of advisers where required.
- To support with other ongoing and future projects such as NHS staff support
- 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 adviser has concerns for an individual, in line with the Royal Free Charity safeguarding policy.

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 independent file reviews to help develop the welfare rights advisers (WRA's) and ensure quality of service.
- To identify training gaps within the team and deliver in-house training and support to our advisers, where deemed necessary.
- To help with the delivery of a high-quality advice service within a hospital setting; to ensure effective policies, processes and procedures are in place, as well as contribute to continuous improvements.
- 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, carers and staff 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.

- 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 attend meetings and events, presenting, training and/ or sharing information with colleagues or external parties.

Planning & strategy:

- To work with stakeholders to help develop the team strategy, and to represent the support hub team on cross-departmental projects.
- To work closely with the support hub lead on budget development, monitoring and reporting, and input into fundraising applications when required.
- The ability to help lead the future development of the support hub and the welfare rights service at The Royal Free Charity.
- To use your expertise and knowledge to input into wider RFC and national discussions.

Administration

- When doing triaging, case work, or case work audits, to log on the database, 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.
- To support with signposting and support resources; to help our service users and our NHS colleagues.

Person Specification

Qualifications, Experience, Skills & Knowledge

Qualifications

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

Experience

- The successful candidate will ideally have recent experience of directly managing and developing a high-quality welfare rights advice team and service.
- Recent experience of undertaking welfare benefits casework, supporting with a range of welfare related issues including benefits and housing issues, and providing advice and advocacy
- Citizens Advice Bureau (CAB), Charity, or NHS experience advantageous; or equivalent experience from a comparable sector with transferable skills.

- 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 the Advanced Quality Mark (AQS) would be beneficial.
- Experience of monitoring and managing KPIs and activity plans.

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
- 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
- Knowledge and experience of safeguarding practices
- Awareness of other pathways and services available to signpost or refer people
- Ability to contribute to a collaborative and agile team, enabling others to learn and deliver, and celebrating successes.
- The ability to work independently; to prioritise, organise and manage workload effectively, working to deadlines, whilst dealing with unplanned interruptions
- Key management skills such as problem solving, motivating, and decision making, as well as administrative and project management skills.
- Excellent IT skills, including a thorough knowledge of MS Office (Word, Excel, and PowerPoint)
- Highly numerate with the ability to analyse complex data.
- Knowledge of laws and regulations regarding 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.

Results Driven

- To be able to deliver a high quality of customer service to agreed timescales
- Proven record of driving efficiency and standards through revision of templates and process documents.

Communication

- To have excellent interpersonal and customer service skills, with outstanding listening, verbal, reading, and writing skills.
- To have the ability to establish and proactively build good working relationships with senior trust staff, internal, and external stakeholders
- The ability to empathise and support people positively, as well as build supportive and trusting relationships
- To be flexible, tactful, diplomatic, and non-judgemental in your approach

- To have good negotiation and influencing capabilities.
- To have an excellent attention to detail

Other Requirements – We expect you to: -

- Be committed to continuous learning, review and improvement of all services.
- Have a positive professional work attitude.
- Be highly motivated and able to take the initiative.
- Be enthusiastic and passionate for the Charity / Hospital environment.
- Have a strong affinity with the NHS and philanthropic values.
- 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.
- 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 and procedures, 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.
- Work toward the charity's vision and mission, and act in line with its values of: dedication, innovation, partnership, energy and respect.
- To undertake any additional relevant duties as required

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.