

JOB DESCRIPTION

Job Title	Welfare rights adviser
Department	Support hub
Reports to	Welfare rights supervisor
Reports to you	n/a
Hours of Work	Part-time: 22.5 hours (3 days) Two days a week in-person, one day remote.
Date	October 2025

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 17,000 staff of the RFL and their two million patients across Barnet, Chase Farm, North Mid 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 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:



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- 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 90 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; to improve wellbeing and quality of life.

We are here to transform patient 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. Through doing this, we support the NHS and Royal Free London NHS Foundation Trust staff, stepping in where they may not have the time or expertise.

We are proud to hold the Advice Quality Standard (AQS), recognising us as well-run legal advice service, operating within social welfare law, and committed to social justice.

Principal accountabilities / responsibilities: -

Welfare rights advice and casework

- To provide welfare rights advice and casework for people affected by long-term health conditions, including inpatients, outpatients, and carers.
- To work at least two days per week on site, mainly based at the Royal Free Hospital or the Royal Free Charity office
- To provide advice and support primarily on welfare benefits and housing matters (that do not require a solicitor).
- To check whether clients are in receipt of all the benefits they are entitled to and help them claim relevant benefits.
- To help clients understand benefit decisions and challenge them (where appropriate) by way of mandatory reconsiderations and appeals.
- To help clients ensure they keep to their responsibilities in respect of their benefit claims, for example by notifying any relevant changes of circumstances.
- To refer or signpost clients to other agencies or departments as appropriate, e.g., housing solicitors; community care cases involving social services and NHS duties, FCA-regulated debt and immigration services.



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- To signpost or refer to other services that might be valuable to a client such as condition specific charities, mental health support, or offerings in the local community that would improve their health and wellbeing.
- As part of this role, there may be some advice given to NHS staff.
- There may also be some involvement in new advice projects
- There will also be some triaging new referrals as part of this role

Working with others

- To provide a combination of face-to-face and telephone appointments.
- To ensure that people accessing the service feel welcomed, valued, and understood.
- To provide first class customer service to all enquiries, including staff, patients, and carers of the Royal Free London
- To effectively support RFL hospital staff, feeding back to referrers, and focusing on building positive relationships across the Trust.
- To engage effectively with casework supervision, including by keeping accurate, up-to-date records on the case management system and following internal team processes
- To work with the support hub team members, offering peer support, sharing learnings, and participating in team meetings
- To build effective working relationships with staff in other departments of the Charity
- To build good working relationships with other relevant organisations, and to liaise and establish contact with relevant national and local agencies and services.
- To maintain up-to-date knowledge of external agencies and changes in legislation, policies and practices and adapt and share this information as appropriate.
- Safeguarding – to be aware of your duty to protect individuals to live free from abuse, harm and neglect, and to follow correct internal policies and procedures where you have concerns for an individual.

Administration

- To provide a high-quality service that is personal, responsive and sensitive, ensuring confidentiality and adhering to the Data Protection Act 2018 and GDPR.
- To maintain case records for all client contact, to enable the continuity of casework, ensuring an accurate and up to date case work system, using our case management system 'Advice Pro', following the advice team processes and keeping to the 'terms of service' we send to clients.
- To maintain the diary for booking appointments and follow-up actions, using the case management system.
- To respond to phone and email enquiries from clients and third parties in a timely manner.

Person Specification

Qualifications, experience, skills & knowledge



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Qualifications

- CSE/GCSE in Maths and English or equivalent

Experience

- Extensive experience working in a welfare-rights related role and independently managing your own case load, supporting people with a range of welfare issues including benefits (applications, mandatory reconsiderations, appeals) and housing issues. *(Essential)*.
- Experience of working with people affected by long term health conditions would be beneficial, as well as an understanding of the issues and challenges they face.
- To have experience using a case management system; proficiency with Advice Pro would be advantageous.
- Not for profit or NHS experience would be helpful.

Skills & knowledge

- Up-to-date knowledge of welfare benefits and rights, housing and non-FCA regulated debt
- To have excellent communication skills, including:
 - Outstanding listening skills
 - Effective verbal skills, while adapting your approach to different audiences
 - Excellent written skills
- The ability to empathise and support people going through difficult times
- To be able to deliver a high quality of customer service to agreed timescales; and
- To be highly proficient in carrying out independent and varied case work
- Excellent IT skills, including Microsoft Office (Word, Excel, PowerPoint and Outlook).
- To have an outstanding eye for detail and accuracy.
- The ability to prioritise, organise and manage workload effectively whilst dealing with unplanned interruptions.
- Awareness of other pathways and services available to signpost or refer people.
- To have excellent numeracy, literacy, and administrative skills.
- To be self-confident and willing to take responsibility.
- Gaining insight from your role to inform the RFC's contribution to national conversations.
- Able to deal with sensitive information in a confidential and professional manner.
- Understanding of the role of health and social care services and pathways would be helpful

Other Requirements – We expect you to:

- Take time for personal development, contributing learning and ideas to the wider team including learning of new systems where required
- To work unsupervised
- To work to tight deadlines and deliver results
- To have a positive professional work attitude
- Be highly motivated and able to take the initiative
- Have a strong affinity with the NHS and philanthropic values



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- Support your team and your other colleagues
- Attend meetings and training as required
- Be flexible and respond to the needs of the charity
- Attend supervision and 1-1 on a regular basis with your 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
- Work toward the charity's vision and mission, and act in line with its values of dedication, innovation, partnership, energy and respect.
- 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 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.



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