

Make a Real Difference to people affected by Cancer**Full time post - 5 days/37.5 hours per week****Starting salary £26,000 - £28,000 FTE *depending on experience*****Location: Hybrid working with Redhill base**

Imagine using your exceptional people skills to bring tangible relief to individuals facing the challenges of cancer. Join a dynamic partnership between **Macmillan** and **Citizens Advice**, where you'll provide vital, free, and confidential support to those navigating complex financial and practical issues.

More than just a job, this is an opportunity to be a beacon of hope. Last year alone, our dedicated advisors helped people affected by cancer secure over **£10 million** in increased income – a testament to the profound impact you can make.

As part of our supportive Surrey and Hampshire team, you'll be the bridge connecting people to essential resources. You'll provide personalised guidance on welfare benefits, money management, housing, and employment, delivering compassionate support at outreach locations like Frimley Park Hospital, Ashford & St Peter's Hospitals, Citizens Advice offices, via telephone, and in-home visits when needed.

Citizens Advice and **Macmillan Cancer Support** values diversity; promotes equality and welcome applications from all sections of the community.

We're looking for someone who:

- **Connects with Compassion:** You possess exceptional communication and interpersonal skills, allowing you to build trust and rapport with individuals facing difficult circumstances. You understand the power of empathy and active listening.
- **Empowers Through Guidance:** You're passionate about empowering others by providing clear, accessible information and support. You'll be their advocate, helping them navigate complex systems and access vital resources.
- **Thrives in a People-Centric Role:** You excel in a role that prioritises human connection and direct support. You're comfortable building relationships and providing personalised assistance.
- **Is a Self-Starter with a Heart:** You're highly motivated, organised, and capable of managing your own caseload, always putting the needs of the people you support first.
- **Is Tech-Savvy and Adaptable:** You're comfortable using IT systems and can adapt your approach to meet the diverse needs of our clients.

While experience in benefit advice is a plus, your passion for helping people is paramount. We can provide comprehensive training to equip you with the knowledge and skills you need to succeed.

Join us and be part of a team that truly makes a difference. Help us turn financial worry into peace of mind for those affected by cancer.

To apply, please send your CV and a covering letter explaining how you meet the job requirements to macmillan@citahants.org

Applications close at midnight on 30th April 2025.

A full copy of the job description and person specification will be sent on request to macmillan@citahants.org

All successful applicants are subject to a DBS check