

CHC Appeals & Advocacy Specialist

Location: Office based (with hybrid potential) - Orchard View 112 Street Lane Leeds LS8 2AL

Permanent, Full Time

Salary: Dependent on Skills and Experience

Job Purpose

To provide expert advice and representation on matters relating to NHS Continuing Healthcare (CHC) funding, including applications, appeals, and retrospective claims. The primary focus of the role is to advocate effectively for families, helping them navigate complex administrative processes and articulating their case for eligibility both in person and in writing.

This role is ideal for a dedicated professional with a background in law, nursing, social care, or advocacy who possesses strong analytical skills and a passion for supporting families. **While a legal qualification is welcome, we are primarily looking for the right individual with transferable skills and the drive to become a specialist in this niche field.**

Main Responsibilities

- Advise clients on eligibility for NHS Continuing Healthcare funding and manage expectations throughout the process.
- Represent clients in CHC assessments, appeals, and Independent Review Panels (advocating for eligibility in person or via online meetings).
- Prepare detailed written submissions, evidence reviews, and case strategies.
- Liaise with NHS bodies, local authorities, and other stakeholders to progress applications and complaints.
- Keep up to date with the National Framework, legislation, and policy changes affecting CHC funding.
- Provide guidance to clients and junior team members on CHC administrative processes.
- Manage a busy caseload efficiently, ensuring high standards of client care and regulatory compliance.

Person Specification

Essential Skills and Experience

- **Advocacy & Drive:** Experience in advocacy (legal or non-legal) or a strong desire to develop professional representation skills.
- **Client Care:** Exceptional empathy and the ability to handle sensitive, emotional matters with families.
- **Caseload Management:** Ability to manage multiple administrative processes and work to strict deadlines.
- **Communication:** Strong drafting skills with the ability to analyse complex information and present a persuasive argument.
- **Interpersonal Skills:** A team player who uses diplomacy and tact when dealing with NHS bodies and local authorities.
- **IT Proficiency:** Adept in MS Office (Word and Outlook) and comfortable using case management systems.

Desirable

- Experience in health and social care, public law, private client matters, or advocacy.
- An understanding of the National Framework for NHS Continuing Healthcare.

- Experience regarding care home fees or the NHS complaints process.

Qualifications

We welcome applications from a diverse range of professional backgrounds:

- **Legal:** Qualified/Newly Qualified Solicitor or Legal Executive looking to specialise or retrain.
- **Health/Social Care:** Nurses, Social Workers, or Discharge Coordinators with an interest in CHC.
- **Advocacy:** Those experienced in advocating for individuals in a professional capacity or strong transferrable skills.
- A current driving licence is desirable for face-to-face meetings but not essential.