



Royal College
of Nursing



Providing emotional and practical support for you

As an RCN member, you can receive **FREE, CONFIDENTIAL HELP AND ADVICE** on a range of issues that affect you at home and at work.

The RCN Member Support Services team offers:

- telephone career coaching
- telephone counselling
- immigration advice
- peer support networks for disability and neurodivergence
- welfare service.



We offer free, confidential advice, representation and support.

We work closely with regional offices and legal services to ensure that RCN members are fully supported.

We have guidance, advice and resources online at: **rcn.org.uk/MSS**

Welfare service

The RCN welfare service provides confidential expert advice and representation.

Our services include:

- advice on applying for benefits following a change in circumstances
- negotiating an overpayment of wages with your employer
- disputing DWP benefits decisions – by assisting you to put a case to a tribunal
- dealing with benefits overpayments –
- by challenging liability or negotiating repayments
- addressing rental arrears – by assisting you to negotiate repayments to your landlord
- a range of online financial wellbeing resources, including benefit entitlement checker, lists of grant giving organisations and information on dealing with debts.



“Due to my illness, I had fallen behind with my rental payments and my landlord had started the eviction process. The welfare service helped me negotiate a repayment plan with my landlord, which enabled me to stay in my home”.

Peer support service

The RCN peer support service is for members with lived experience of disability and/or neurodivergence. Join the peer network online to speak to other members and access our disability advice and guidance.

How we can help:

- connecting you with other members who have shared experiences, by either phone or email
- online support groups
- working with you on disability-related guidance and policies to positively change perceptions
- providing practical advice and support on working with a disability.



“I have felt immense support from the group. They really understand, due to the unique career of nursing, and that has led to not feeling isolated and genuine understanding.”

Careers service

The RCN careers service offers a wide range of helpful resources at: rcn.org.uk/careers

You can access online advice on:

- writing CVs, covering letters or supporting statements, with samples and templates
- transferable skills, leadership skills and finding continued professional development (CPD)
- interview skills, techniques and sample questions
- exploring new roles and navigating a career crossroad
- career progression tips
- applying for jobs after dismissal, investigation or NMC case.

You can also access one-to-one interviews or career coaching over the telephone to explore your ideas, values, fears and next steps. See rcn.org.uk/career-coaching for more details.



“The career coach gave me confidence to keep applying for positions based on evaluating my goals and values. I would use this service again.”

Telephone counselling service

The counselling service provides confidential, brief therapy for work-related issues and personal problems.

Our counsellors can help you with issues such as:

- depression and low mood
- stress and anxiety
- raising confidence and self-esteem
- bullying and harassment
- relationship issues
- bereavement and loss
- effective coping strategies
- work-life balance and self-care.

“I had experienced great distress without any professional support, until I engaged in counselling. The counsellor was very good at helping me to see my situation differently and to be kinder towards myself. It was a big step towards making positive changes.”



Immigration advice service

The immigration advice service offers expert guidance from experienced immigration solicitors, so you can get support without running up costly legal bills.

Our immigration solicitors can help you with:

- extensions and changes to current visas
- European Union Settled Status Scheme (EUSS) applications
- situations where your immigration status is unclear
- settlement applications, such as Indefinite Leave to Remain (ILR) and permanent residency (PR)
- appeals and administrative reviews where appropriate
- legal advice and clarification of immigration law pertaining to employment issues, such as suspension, dismissal and redundancy.

“I was impressed by the highly professional service I received. I was kept informed of new developments and appreciated the respect, courteousness and confidentiality applied. This case was particularly difficult and sensitive, but it was expertly handled.”



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To find out more about any of the services outlined in this leaflet, visit rcn.org.uk/MSS. Contact us at: rcn.org.uk/contact-advice

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