



Royal College
of Nursing



Providing emotional and practical support for you

As an RCN member, you can get **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 for disability issues
- welfare service
- advice on welfare benefits and managing on a reduced budget, and assessment for charitable grants from Lamplight Support 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**

Careers service

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

- You can access online advice on:
- how and where to search for jobs
 - tips for writing a perfect CV
 - job applications with supporting statements
 - interview skills, techniques and sample questions
 - what to do if you are at a career crossroads
 - how to approach a new employer following dismissal, a poor reference or NMC referral.

For those members who need additional guidance, we offer one-to-one telephone career coaching.



"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 Economic Area (EEA) 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."



Peer support service

The RCN peer support service links members together to give and receive support on ill health and disability issues. The network also welcomes those who are Neurodiverse. Join the network online where you will also find our latest resources.

This service can help you by:

- connecting you with other members who have shared experiences, by either phone or email
- 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 the 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.”

Welfare service

The RCN welfare service provides confidential expert advice and representation to help you find solutions.

We can help with:

- money and debt worries - by providing free regulated debt advice
- benefits overpayments - by challenging liability or negotiating repayments
- disputing DWP benefits decisions - by assisting you to put a case to a tribunal
- mortgage and rental arrears - by assisting you to negotiate repayments to your mortgage company or landlord.



“Due to my illness, I had fallen behind with my mortgage payments. The welfare service helped me negotiate a repayment plan”.

Lamplight support service



Lamplight supports members of the nursing community to adapt to change or deal with pressures adversely affecting their financial situation.

Our services include:

- eligibility for welfare benefits and tax credits
- exploring ways to increase income and reduce expenditure
- assessing a household’s financial capability to meet its outgoings
- setting actions to enable individuals to take steps to improve their finances
- assessment for charitable grants.

“Thank you for the information and advice you gave me. You’ve given me so much more to consider, which is excellent as I would have been oblivious without your help.”



Shed load of savings



As an RCN member, you'll have access to our membership benefit scheme — **RCNXtra**

We've teamed up with 3,000 retailers to bring you deals on everything from half-price cinema tickets and discounted family days out, to money off the weekly shop and better deals on your utility bills.

You'll earn WOWPoints each time you shop using RCNXtra, which you can redeem on future purchases. You can invite friends and family to join the scheme.

Xtra benefits. Xtra easy.
Register now at rcn.org.uk/xtra

A small selection of companies offering deals through RCNXtra



DEBENHAMS



Sainsbury's

VUE

trainline

M&S
EST. 1884

To find out more about any of the services outlined in this leaflet, please visit rcn.org.uk/MSS

Alternatively, you can call
RCN Direct on **0345 772 6100**
(8.30am-8.30pm, 7 days a week)



Royal College
of Nursing

Published by the Royal College of Nursing
20 Cavendish Square
London W1G 0RN

007 689 July 2019