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| **Job Profile** |
| Role: | **Care Executive** | Date profile last reviewed: | **January 2017** |
| Name:  |  | Reports to:  | **Head of Housing & Care**  |
| **1. MAIN SUMMARY OF ROLE:** Managing and executing with other Care Executives all aspects of charitable assistance from the RAF Benevolent Fund concerned with funding of residential and domiciliary care and equipment including electronically powered (EPVs) mobility vehicles and wheel chairs. The provision of help and advice to enquirers who need support to maintain independence with safety and dignity in daily living. |
| **2. KEY RESPONSIBILITIES:**The position of Care Executive has wide professional and administrative responsibilities. Key tasks include the following:1. Responding to initial contacts from applicants, local government departments, the public, helper organisations and charities, either by telephone, letter or email, arranging a home visit by a voluntary caseworking organisation, and where appropriate, the submission of an application form.
2. Having a working knowledge of major state benefits and awareness of the availability of assistance from other sources e.g. state, local government and other charitable organisations.
3. Reviewing and rejecting applications where the applicant is ineligible or where the assistance sought is outside the scope of the Fund and its policies. Considering whether charitable support by the Fund is appropriate and assessing the potential costs involved.
4. Processing applications for financial assistance towards the cost of providing specialist equipment within an applicant’s own home, ensuring that, if necessary the Disabled Facilities Grant process has been followed and a relevant Occupational Therapist (OT) assessment has been completed before grant funding is considered.
5. Processing applications for financial assistance towards the cost of residential and domiciliary care. Ensuring that Local Authorities are meeting their obligations and that all avenues have been explored before grant funding is considered. This also includes processing of applications for short term respite breaks and WINGS breaks.
6. Processing applications for assistance with mobility-related issues, liaising with OTs, the Fund’s EPV preferred provider and other organisations as necessary in order to achieve an effective outcome for the beneficiary.
7. Liaising with public authorities on the level of support to which beneficiaries have entitlement. Wherever practicable, assisting and advising caseworkers to undertake such enquiries on behalf of the Fund.
8. Assisting beneficiaries and caseworkers with advice and guidance on the availability and funding of domiciliary care and residence in long and short-term care homes, including respite breaks. Also, in conjunction with the Advocacy Executive, provide advice and guidance on the appeals process in the event of an unjustified shortfall in local authority or primary health care funding of care fees.
9. By using personal, delegated financial authority, authorising expenditure within the agreed budgetary limits of up to £3500 for welfare cases.
	* Where this is inadequate or where Fund policies require that the case be considered by the Small Grants Committee of the Main Grants Committee, preparing the case for consideration by the relevant committee.
	* Where appropriate, seeking additional contributions from other charities.
	* Notifying Helper and applicant of outcomes.
	* Arranging payment of grants or loans via Helper or direct to Homes/Social Services/solicitor/beneficiary according to the requirements of the case.
10. Actively maintaining and updating computer records, including a statistical record of cases, for use in case presentation and for recording decisions.
11. Undertaking other tasks not related to specific casework as directed by Head of Housing & Care/Director Welfare.
12. Covering an extended caseload during the absence of colleagues within the department.

**3. DEVELOPMENTAL OBJECTIVES:**1. Visits to related welfare organisations.
2. Progressive acquisition of appropriate specialist knowledge through structured training.
3. Development of practices that assist the Fund’s objective of paperless working
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| **4. PERSON SPECIFICATION**Qualifications

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| Essential | Desirable |
| A minimum of three A-levels grades A – C, or equivalent | Evidence of Continuing Professional Development (CPD)Health & Social Care qualification |

Knowledge / Experience

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| Essential | Desirable |
| Generic knowledge of the state benefits system  | Experience of working with Community Care legislation and Welfare rights |
| Significant experience of the RAF or of grant making within a welfare environment  | Knowledge and experience of mobility aids and equipment, including statutory entitlements |
| Excellent IT knowledge, including Outlook, Word and Excel  |  |
| Significant experience of working within a case management system |  |

Competencies

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| Essential  | Desirable  |
| Deciding and Initiating Action – making prompt, clear decisions involving difficult assessments, working under own direction | Relating and Networking - establishing good relationships with colleagues, beneficiaries and external contacts, relating well to people at all levels |
| Persuading and influencing – analysing data, probing for further information and making rational judgements from the available information and analysis | Adapting and responding to change – demonstrating flexibility in adapting to changing circumstances, accepting new ideas  |
| Presenting and Communicating information – speaking clearly and fluently, expressing key points, projecting credibility and undertaking presentations with skill and confidence | Achieving personal work goals and objectives – accepting and tackling goals with enthusiasm and demonstrating a strong work ethic |
| Writing and reporting – writing clearly and succinctly, in a well-structured and logical way |  |
| Applying expertise and technology – applying specialist knowledge and developing expertise through continual professional development |  |
| Planning and Organising – managing time effectively, meeting deadlines and prioritising workload |  |

**Signature**I confirm this job profile has been drawn up with my full involvement and accurately reflects the responsibilities of the role. Postholder's Signature: NAME:Line Manager's Signature: NAME:Date: |
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**General Information:**

**Smoking**

The RAF Benevolent Fund has a no-smoking policy.

**Equal Opportunities**

You are required to comply with the Fund's Equal Opportunities Policy and ensure that employees receive equal treatment at all times.

**Health and Safety**

You must discharge your responsibilities under the Health and Safety at Work Act 1974 and take reasonable care for your own health and safety and that of others. You must also ensure that agreed safety procedures are carried out to maintain a safe environment for employees and visitors.

**Confidentiality**

You are subject to the Data Protection Act 1998 and must not disclose confidential information, particularly that relating to employees, beneficiaries and their records. You are also responsible for the accuracy and integrity of any information which you enter. You must not use personal data held by the Fund for any unauthorised purpose nor disclose such data to a third party. You must not make any disclosure to any unauthorised person or use any confidential information relating to the business affairs of the Fund, unless expressly authorised to do so by Head of Secretariat who is the Data Protection Officer.

**Risk Management**

The Trustees of the Fund have adopted a policy of risk management which accords with Charity Commission requirements. Risk management is the responsibility of each member of staff.

Suggestions that might assist the Fund in meeting its objectives in a pragmatic and cost-effective way should be directed to your line manager or the Fund’s Risk Review Co-ordinator.

**Conflict of Interests**

You may not, without the consent of the Fund, engage in any outside employment. In accordance with the Staff Handbook, you must declare to your line manager any private interest or voluntary/public duties which could potentially result in personal gain as a consequence of your employment with the Fund. Interests that might appear to be in conflict should also be declared.

**Place of Work**

You may be required to work on the Fund’s alternative sites from time to time.

**Review**

This job profile is intended as a basic guide to the scope and responsibilities of your post and is not exhaustive. It will be subject to regular review and amendment as necessary in consultation with you.