

**CASEWORKER**

**JOB DESCRIPTION**

1. Reports to the Director / CEO, Senior Caseworker and the Board
2. Ensure the Director is made aware of potentially high profile cases as soon as possible
3. Deal with all enquiries and correspondence. Liaise with external caseworkers from SSAFA, RNRM Welfare and other organisations to ensure comprehensive casework is carried out on all beneficiaries
4. Offer relationship, bereavement, family counselling where appropriate. Provide telephone counselling, guidance and appropriate sign posting
5. Investigate applications for grants and, following assessment, produce recommendations for the Welfare Committee
6. Evaluate proposals and visit prospective beneficiaries nationwide and, where appropriate, negotiate with the Royal Commonwealth Ex Services League to provide overseas support
7. Establish a relationship of trust with beneficiaries
8. Investigate beneficiary entitlement to statutory funds, advise about other possible sources of charitable funding and, with the beneficiaries’ consent, refer to other charities to almonise with them to provide a package of care for the beneficiary
9. Ensure that grant distribution by the Welfare Committee is in line with the Children’s Fund’s charter
10. Keep confidential, systematic records of all matters concerning enquiries, applications and grant awards in line with the Data Protection Policy of the Children’s Fund
11. Process day to day invoices and pass to the Bookkeeper for approval and audit
12. Prepare and present information and statistics to the Welfare Committee and Main Board
13. Develop and maintain relationships with all relevant statutory and voluntary organisations and ensure that knowledge of the Charity extends throughout the country
14. Negotiate care packages and bursaries for children, especially where there are special needs or physical/mental health difficulties
15. Be prepared to deliver or support the Senior Caseworker during presentations about the Charity to interested parties and organisations. Seek opportunities to encourage other organisations to work proactively with beneficiaries
16. Keep abreast of developments on legislation, child care issues and the benefits system and have an awareness of the MoD allowance system
17. Regularly update personal training and skills
18. Run the office efficiently, order stationery and ensure all equipment is maintained and replaced as necessary
19. Such other relevant duties as may be assigned from time to time

**PERSONAL ATTRIBUTES / SKILLS**

1. Familiar with word, excel, access and powerpoint
2. In possession of a full UK driving licence with access to own vehicle.
3. 12 core competencies outlined below

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| **Competency** | **Key actions** |
| Decision making | * Uses sound judgment to make good decision based on information gathered and analysed
* Considers all pertinent facts and alternatives before deciding on the most appropriate action
* Commits to decision
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| Teamwork | * Interacts with people effectively. Able and willing to share and receive information
* Able to work independently
* Understands the extra duties required when working in a small team
* Co-operates within the team
* Supports group decisions and puts group goals ahead of own goals
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| Work standards | * Sets and maintains high performance standards
* Pays close attention to detail, accuracy and completeness
* Shows concern for all aspects of the job and follows up on work outputs
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| Motivation | * Displays energy and enthusiasm in approaching the job
* Commits to putting in additional effort
* Maintains high level of productivity and self-direction
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| Reliability | * Takes personal responsibility for job performance
* Completes work in a timely and consistent manner
* Adheres to commitments
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| Problem solving | * Analyses problem by gathering and organising all relevant information
* Identifies cause and effect relationships
* Comes up with appropriate solutions
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| Adaptability | * Adapts to changing work environments, work priorities and organisational needs
* Able to effectively deal with change and diverse people
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| Planning and organising | * Plans and organises tasks and work responsibilities to achieve objectives
* Sets priorities. Schedules activities
* Allocates and uses resources properly
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| Communication | * Able to communicate with families demonstrating a balance of empathy, support and professionalism
* Expresses ideas effectively
* Organises and delivers information appropriately
* Listens actively
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| Integrity | * Shares complete and accurate information
* Maintains confidentiality and meets own commitments
* Adheres to organisational policies and procedures
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| Initiative | * Ability to work under own initiative
* Takes action to influence events
* Generates ideas for improvement, takes advantage of opportunities, suggests innovations
* Goes above and beyond – committed to expanding a task if/when required
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| Stress tolerance | * Displays emotional resilience and the ability to withstand pressure on an on-going basis
* Deals with difficult situations while maintaining performance
* Seeks support from others when necessary and uses appropriate coping techniques
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