

THE ROYAL BRITISH LEGION

JOB DESCRIPTION

Job Title:	Case Officer
Reporting to:	Advice and Information Team Leader
Responsible for:	Allocated volunteers

This job requires a DBS check at Enhanced level with barred list for Children and Adults.

Role Purpose:

Ensure that beneficiaries receive appropriate welfare support and advice in an integrated and seamless way which provides a person-centred solution based on a thorough analysis of circumstances and needs. Develop and manage individual support solutions, drawing on inputs from a wide network of professionals, agencies and volunteers.

Key Responsibilities:

1. Manage casework support, providing direct support, advice and guidance to volunteers as required and taking the lead on individual beneficiary cases where necessary.
2. Assess beneficiaries' needs and draw on support from the regional specialist team and other providers as necessary, ensuring that support is made available in an integrated way that best meets the beneficiaries' needs. Develop creative solutions in response to identified beneficiary needs, drawing on inputs from volunteers and Legion members / branches as appropriate.
3. Develop and maintain a thorough and detailed understanding of direct Legion support services and support services provided by others (both statutory and non-statutory). Support the Advice and Information Team Leader and Area Manager in better understanding the needs of the beneficiaries in the Area to inform the commissioning of specialist services.
4. Advise beneficiaries of support which may be available to them and assist them in accessing this support as necessary.
5. Maintain an up to date knowledge of the statutory benefits framework.
6. Develop and take advantage of opportunities to reach beneficiaries in communities within the area, forging links and contacts with local organisations.
7. Draw on welfare databases to inform the support offered to beneficiaries and ensure that detailed and accurate case records are maintained.
8. Manage individual cases and beneficiary numbers, supporting the Team Leader in identifying trends.
9. Identify potentially suitable beneficiary cases that could be used to encourage public support and understanding of the Legion's work. Ensure that such knowledge is used for the best interests of the Legion and not retained only at a local level.

10. Work in close collaboration with other providers of welfare support services within the local area, developing an understanding of each other's services to facilitate appropriate referrals and support etc.
11. Authorise the payment of crisis grants to beneficiaries in urgent need of support within levels of delegated authority.
12. Support beneficiaries in their contact with statutory authorities and other providers, advocating on their behalf where required and appropriate.
13. Allocate individual cases to volunteers and supervise their activities and workload. Support and participate in the recruitment and training of volunteers as required, leading training initiatives when necessary.
14. Support Legion fundraising and remembrance activities in the area, particularly during the Poppy Appeal. As a member of the area team, support the achievement of local appeal targets and maintain an understanding of the importance of fundraising income to the Legion's continued ability to support its beneficiaries.
15. Develop effective working relationships with other Legion services within the area in question (care homes, break centres etc.).
16. Be prepared to engage with local members, county officers, local civic officials, local armed forces communities and others as appropriate to support understanding and achievement of the Legion's local services and plans. Work in conjunction with Legion branch welfare volunteers (where in place) to develop a joined-up approach to beneficiary support.
17. As a member of the local and area team, undertake any other duties as may be required from time to time within the scope, spirit and purpose of the role. Participate in and support team initiatives and team development.

This job description reflects the current scope of duties and responsibilities of the role. The post holder may be asked, and is expected, to undertake any other duties commensurate to the grade of the post. As duties and responsibilities change and develop, this job description will be reviewed and may be subject to amendment.

GENERAL

- To work in accordance with The Royal British Legion's shared values of **Service; Collaboration; Passion; Excellence; Valuing our people** which underpins the fundamental beliefs and qualities of who we are and what we do.
- To implement the Equal Opportunities Policy into your daily activities.
- To be responsible for your own health and safety and that of your colleagues, in accordance with the Health & Safety at Work Act (1974) and relevant EC Directives, including reporting any health and safety hazard immediately you become aware of it.
- To work in accordance with the General Data Protection Regulations and Data Protection Act 2018; to ensure the correct reporting of data breaches, any changes to the processing of personal data which require a Privacy Impact Assessment and any requests under the Individual Rights provisions are reported to the Legion Data Protection Officer.
- It is clear that due to the nature of the role, the postholder will have access to material which is confidential. It is a condition of their contract of employment that they ensure that no confidential material is leaked from the department to unauthorised members of staff.

- Royal British Legion is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity. Any hire is to work in accordance with the Equality Act (2010).

PERSON SPECIFICATION

CRITERIA	ESSENTIAL / DESIRABLE	HOW TO BE MEASURED
QUALIFICATIONS		
Current Driving License	E	Application/Verification of license
Good level of general education – GCSE or equivalent	E	Application
KNOWLEDGE & EXPERIENCE		
Demonstrable general health, social care employment and housing casework experience	E	Application/Interview
Experience of working in a customer focused environment	E	Application/Interview
Understanding of UK benefits system and statutory support	E	Application/Interview
Experience of working across multiple agencies	E	Application/Interview
Knowledge of the UK Armed Forces community	D	Application/Interview
Experience of working with a charity	D	Application/Interview
Experience of advocating on behalf of clients and beneficiaries	E	Application/Interview

SHARED VALUES AND BEHAVIOURS		
<p>Service</p> <p>We support and serve. We are compassionate. We provide great customer care to all the people who come into contact with us. We are accountable and act with integrity.</p>	E	Interview
<p>Collaboration</p> <p>We value working together and with partners to achieve shared goals. Through strong communication and support, we build trust with each other and treat everyone with respect and honesty.</p>	E	Interview
<p>Passion</p> <p>We are passionate about our role and contribution. With a positive outlook we are resilient and committed to our work.</p>	E	Interview
<p>Excellence</p> <p>We strive to be the best we can. We are effective and efficient. We are bold. We are open to new ideas and approaches, challenge each constructively and are willing to learn.</p>	E	Interview

<p>Valuing our People</p> <p>We support, encourage and provide opportunities for all our people – ensuring we recognise and value everyone’s contribution.</p>	E	Interview
SKILLS & ATTRIBUTES		
Effective communication skills – written and verbal	E	Application/Interview
Effective interpersonal skills – able to engage effectively with a range of audiences	E	Interview
Strong planning and organisational skills - able to prioritise workload effectively	E	Interview
Strong team player - able to work effectively with diverse client groups	E	Interview
Strong IT skills – competent user of MS Office and familiar with in-house database systems	E	Application/Interview
Self-starter with the confidence to work independently	E	Interview
Ability to form judgements and deliver creative solutions through a range of different people and agencies	E	Interview
Empathy with mission and values of the Legion	E	Interview