

## JOB SUMMARY AND PERSON SPECIFICATION

**Job Title:** Case Manager  
**Reports to:** Welfare Services Manager  
**Based at:** Tedworth House Recovery Centre

<b>Job Purpose</b>	Provide case management and welfare support to wounded, injured and sick (WIS) veterans and their families, supporting their recovery to enable them to enjoy independent and fulfilling lives.
<b>Accountabilities</b>	Assessment of welfare need of individual beneficiaries (clients), their case management and delivery of professional support as part of the Multi-disciplinary Team (MDT).
<b>Main Responsibilities</b>	<ul style="list-style-type: none"> <li>• Conduct assessments with beneficiaries and undertake the subsequent management of complex and sometimes challenging casework. This includes key questionnaire assessment.</li> <li>• Play a leading role in MDT working, delivering a key professional contribution, and briefing individual cases to enable effective case management.</li> <li>• Work with beneficiaries and develop individual recovery plans based on comprehensive assessments.</li> <li>• Monitor and coach beneficiaries supporting them to achieve the goals they have set themselves in their recovery plans.</li> <li>• Work with charity partners and deliver outreach support to our beneficiaries in other locations.</li> <li>• Maintain up to date, concise and confidential, electronic beneficiary case notes.</li> <li>• Actively promote regional activities, including organising and assisting with events e.g. information days, careers fairs and family events.</li> <li>• Attend regular supervision complying with Help for Heroes policy.</li> <li>• Contribute to data collection, analysis, and reporting.</li> <li>• Comply with Welfare Office case management framework and Standard Operating Procedures, taking responsibility to ensure all administrative tasks are completed.</li> <li>• Attend regional welfare and veterans' conferences, forums, meetings, and seminars in accordance with available budgets and in discussion with Line Manager.</li> <li>• Undertake training as required.</li> <li>• Carry out any other reasonable duties within the overall purpose of the post/role.</li> <li>• Champion the culture of equality, diversity, dignity, and respect.</li> </ul>

[helpforheroes.org.uk](http://helpforheroes.org.uk)

14 Parkers Close, Downton Business Centre, Salisbury, Wiltshire SP5 3RB

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	<ul style="list-style-type: none"> <li>• Location specific duties as identified.</li> </ul>
<b>Essential Qualifications:</b>	<ul style="list-style-type: none"> <li>• Level 3 Diploma in Welfare or other relevant discipline.</li> </ul>
<b>Essential Knowledge, Skills &amp; Experience</b>	<ul style="list-style-type: none"> <li>• 2+ years of working with adults at risk, in the welfare or support sector.</li> <li>• Clear understanding of the requirements and professional ethos underpinning professional boundaries.</li> <li>• Experience or understanding of working in a multidiscipline environment supporting the delivery of case management.</li> <li>• Previous use of assessment tools to identify client need and create appropriate and SMART recovery action plans.</li> <li>• Understand the coaching culture, supporting beneficiaries in goal setting, increasing their resilience to own and maintain their recovery.</li> <li>• Ability to deliver presentations to a variety of audiences.</li> <li>• A comprehensive knowledge of children's and adults Safeguarding and a knowledge of referral pathways.</li> <li>• Excellent task management and organisational skills and the ability to work under time pressure meeting key deadlines.</li> <li>• A comprehensive understanding of the importance of recording and evidencing professional case notes and report writing.</li> <li>• Ability to communicate at all levels including colleagues, beneficiaries and their families, senior managers, and external partners.</li> <li>• Understanding of the ethos of Help for Heroes services and have empathy and passion for the cause.</li> <li>• Demonstrate knowledge and experience in use of digital and online services, especially Microsoft Office 365 and case management systems.</li> <li>• Ability to meet the travel requirements of the job and hold a full current UK driving license to contribute towards the delivery of service in the community.</li> </ul>
<b>Desirable Knowledge, Skills &amp; Experience</b>	<ul style="list-style-type: none"> <li>• Knowledge of Help for Heroes 360° Holistic support model approach.</li> <li>• Understanding of Wounded, Injured and Sick personnel care pathway.</li> </ul>
<b>Key Competencies &amp; Behaviours</b>	<ul style="list-style-type: none"> <li>• Confident and polite manner.</li> <li>• Ability to build rapport quickly and to understand needs and expectations.</li> <li>• Positive, empathetic, patient, polite and friendly manner.</li> <li>• Ability to remain calm under pressure.</li> <li>• Displays the highest levels of integrity, confidentiality, and commitment.</li> <li>• Respond quickly to changing demands and demonstrate strong skills in prioritisation and time management.</li> <li>• Work within a range of environments and working cultures, adapting personal style accordingly.</li> </ul>

- Lead and drive work forward with minimal direction.
- Analyse information quickly and communicate in a concise and articulate manner.
- Well organised with the ability to prioritise.
- Attention to detail in all aspects of work.
- Demonstrates an ability to work as part of a team and be a flexible team player.
- Demonstrates self-motivation.
- Flexible re. hours of work.

Model our Values. We are:

- Innovative-Collaborative-Authentic-Resourceful-Energetic