

|  |  |  |
| --- | --- | --- |
| **Job title:** TS Case Manager | **Responsible to:**  **Director of Development** | **Location:** Whale Island, Portsmouth |

|  |
| --- |
| The **Transition Support Case Manager** is fundamental to the success of the Transition Support pilot project within RNRMC. This is the first strand of an ambitious strategy by the charity to develop a stronger beneficiary advocacy role and will provide the evidence to develop a proactive and holistic suite of welfare support provision to the Naval Family. The role holder will lead the Transition Support team, initially nested within the existing welfare provision provided by RMA-TRMC, whilst also being responsible for reporting progress and lessons identified directly into the development agenda for RNRMC.  In addition, the role holder will manage the case recording system, and drive the wider application of lessons into the development of other workstreams as part of the migration to a more proactive and holistic welfare approach by the organisation. This important role will require an experienced case management professional, who is very familiar with managing client/patient case recording systems and able to drive high levels of client advocacy into practices and processes. |
| Role Reporting to the **Director of Development (DoD)** the **TS Case Manager** will manage the delivery of Transition Support Pilot project, and apply the lessons for wider application in the development of holistic welfare within RNRMC by:   * Setting up the project iaw implementation plan working closely with Director of Welfare RMA-TRMC * Establishing the case recording system with RMA-TRMC * Recruiting and inducting the TSOs * Setting up case work, management and case conferencing process * Establishing strong links with   + RN Recovery Cells and NCHQ team, including SO2 Transition   + RNFPS   + Naval Resettlement Organisation and CTP (and their partners) in MoD   + Defence Transition Service   + Naval and Armed Forces Charities, especially WEA, RFEA, RNA, NCC, RNBT * Reporting on outcomes as per implementation plan * Provide evaluation reports of project as required * Line management and supervision of the TSOs * Inculcating best practice in case work and instilling strong Beneficiary advocacy ethos * As Deputy Project Manager, work closely with the Director of Development to assimilate lessons and evidence to contribute to the broader development agenda |
| **Responsibilities:**  **Lead the Team**   * Accountable to Director of Welfare (DoW) RMA-TRMC for case work conduct and oversight, and the professional practices therein * Provide advice, guidance and support to TSOs * Provide individual and team casework guidance and direction * Responsible for hierarchy/management/content/monitoring of TSO Case Recording system * Lead each team casework conference * Carry own geographic caseload and take-over more complex/high risk cases from other areas * Directly Line Manage and provide professional supervision to TSOs * Responsible for recruitment, training, Induction and ongoing support of TSOs   **Ensure Compliance**   * Responsible to the DoW RMA-TRMC for TSO Team’s compliance with RMA-TRMC Health and Wellbeing policy, supporting documentation and operating procedures * Responsible to the DoW RMA-TRMC for TSO Team’s compliance with RMA-TRMC Safeguarding Policy * Responsible for allocation of initial assessment/triage at point of referral * Responsible for supervision of TSOs, casework direction, recording and management of cases.   **Develop, Implement and Evaluation**   * Responsible to the DoD for delivering pilot iaw TSO Pilot implementation plan * Coordinate with RNRMC Comms to deliver and monitor proactive communications plan for the TSO Pilot to optimise take up by beneficiaries and optimise dissemination across the relevant elements of the Naval Chain of command * Electronic case management implementation using DMWS database * CMS2 implementation across TSO Team * Casework assessment and case recording using HARDFACTS * Evaluation of training and of TSOs * Measurement and Evaluation of TSO Pilot desired outcomes iaw TSO Pilot implementation plan * Secretary of quarterly TSO pilot evaluation committee   **Relationship Management**   * Responsible to DoD for developing relationships with all other stakeholders (Navy, MoD, MoD Partners, Charities, and Local and Central Statutory Authorities) * Responsible to DoW, RMA-TRMC for relationship with SSAFA and RBL regarding Casework Management System 2 * Authorised to collaborate with NHS providers of veteran’s health and well-being support * Authorised to collaborate with service organisations that support transition and resettlement |
| **Person Specification**  **Qualifications**   * Educated to Degree level – highly desirable but not essential; * Experience of, or recognised qualification in, case management and case recording IT systems; * Be working towards or hold a professional qualification in project management e.g. Prince 2 or Agile.   **Experience**   * Experience of the full range of casework and case management within social care / welfare construct: * Proven project management skills and the ability to work in a participative, cross-organisational way; * Experienced line manager and Health and Social Care Supervisor or equivalent; * Responsibilities for managing budgets and working to agreed targets;   **Skills**   * Articulate, with excellent presentation and communication skills; * The ability to think laterally and creatively; * Organised, with excellent attention to detail; * Ability to work to multiple deadlines; * Sound financial management skills; * Advanced skills in client/patient recording and management systems; * Microsoft Office 365 and MS Teams?   **Knowledge**   * An excellent understanding of the principles of client/patient advocacy in case work; * An understanding of the Royal Navy in particular the Naval Service Recovery Pathway – highly desirable but not essential; * A good knowledge of the Naval and Armed Forces Charity sector – desirable; * An understanding of the Defence Transition process – desirable.   **Attributes**   * Ability to demonstrate political sensitivity, diplomacy, persuasiveness and credibility; * Self-motivated and the ability to work both on own initiative and as part of a small team; * Friendly open manner and the ability to communicate with a wide range of stakeholders with a commitment to diversity and equal opportunities; * Commitment to the charity’s mission and values. |