

## **REGIONAL CASEWORK OFFICER**

### **Role Profile and Person Specification**

Appointment:	Regional Casework Officer
Responsible to:	Regional Casework Manager
Hours of Work:	Full time – 37 ½ hours per week
Location:	Regional Office
Driver Status:	Permitted Driver

The RAF Association (the Association) is the charity that supports the RAF family. From an injured airman fighting to get back on his feet, to a child missing a parent working away from home, to a veteran in need of companionship, the Association is there. Dealing with over 80,000 contacts for welfare support every year, this role supports the Association to deliver our objectives and enables us to be proactive and agile to the ever changing needs of the RAF community

The Association is facing increased demand for its welfare services from beneficiaries in need of unparalleled levels of support.

### **Main Purpose of the Job**

To support the Regional Casework Manager in their management and support of casework volunteers to provide support to beneficiaries seeking welfare assistance

The role ensures that people eligible for support receive an efficient and effective service in line with the Association's welfare policies and where it is unable to help people, they are signposted to alternative sources of support. Post holders are required to adhere to client confidentiality at all times

In their absence for holiday, sickness etc. deputise for the Regional Casework Manager

Due to the nature of the role an Enhanced Disclosure and Barring Service check is required for this post

### **Primary Responsibilities**

- To support the Regional Casework Manager and assist in the management of the casework volunteer activity
- To provide support to Branch welfare work
- To gather data as required
- To identify need and assist in the allocation of all welfare referrals to the appropriate casework volunteers
- To assist in the management of allocation of casework, to support the needs of beneficiaries
- To provide supervision, support and guidance to all casework volunteers and to beneficiaries who are seeking support and assistance



- In-line with current policies implement the caseworker communications strategy
- Administer the financial processes and provide information for Regional welfare budgets
- Highlight caseworker vacancies to Regional Casework Manager and notify the Volunteering Team
- Provide administrative support for training, conferences and seminars
- Collate information for performance reports
- Assist with the draft and distribute welfare bulletins and newsletters
- Promote membership of the Association when appropriate
- Work in partnership with internal services as well as with external organisations and develop strong links with other welfare organisations, service and non-service charities, Local Authorities and Clinical Commissioning Groups

### **Knowledge and Experience**

- Provision of administrative support to the Regional Casework Manager
- To provide a first point of contact and to triage welfare enquiries from Branches, volunteers and beneficiaries
- Required to attend all mandatory training identified by their Line Manager. Expected to demonstrate a commitment to their own professional development and to take advantage of education and training opportunities and develop their own competence
- The Casework Officer will be expected to complete a Diploma in Welfare in the first year of employment

### **Communication and Relationships**

- Ensure all written documentation submitted to the regional offices by volunteers is clear, concise, and unambiguous and outlines the needs for assistance in line with the individual's assessment
- Liaise with a range of external agencies to support welfare cases (e.g. social workers, G.Ps, occupational therapists, funding bodies)
- Keep all volunteers informed of welfare issues and changes in policy/procedures through agreed and consistent communication channels
- Identify suitable case studies and pass to the Communications team at Head Office
- Keep updated of regularly changing, relevant welfare information and legislation, sharing information with team members
- Required to co-operate and liaise with departmental and inter-departmental colleagues
- Occasional membership or service on external groups (to be approved by line manager)
- Required to co-operate and liaise with departmental and inter-departmental colleagues

### **People Management**

- To support all caseworkers; including providing guidance to those appointed to Branches.
- Ensure caseworkers are Disclosure Baring Service checked every 5 years
- Carry out other administrative tasks relating to caseworker volunteer management
- Provide induction support and ongoing development support to volunteers
- Provide support to caseworkers with their use of the Case Management System

### **Decision-making and Problem-solving**

- Use initiative and creative approaches to problem solving when dealing with welfare cases (within the parameters of the Association's policies and procedures).
- To monitor compliance with lone working arrangements for all caseworker Volunteers
- To make decisions about eligibility for welfare

### **Financial and Physical Resources Responsibility**

- To support the Regional Casework Manager and where indicated, casework and branch HWOs in conducting financial assessments as part of welfare case load
- Assist the Regional Casework Manager in the administration and accuracy of recording income from other charities and in liaison with the Regional Caseworker Manager arranging for payment of casework expenditure
- To assist with the allocation and administration of RAF Benevolent Fund Regular Financial Allowances payments and renewals

### **Information**

- Record all activity in salesforce relating to case management, including initial contacts, the beneficiary journey and records related to caseworker volunteer management
- Maintaining accurate records on CMS2
- Accurately complete, record, retain and dispose of welfare and grant applications in line with departmental retention policy
- Maintain accurate and updated confidential records for beneficiaries, employees and casework volunteers
- Prepare reports as required such as team activity levels

### **Working Conditions**

- Based in the Regional office but expected to visit clients and volunteers on occasions where cases are more complex.
- Lone working will be required on occasions
- Required to work on occasions at Association functions and events at weekends and evenings for which time off in lieu may be granted.
- Required to work longer working days on occasions for which no overtime is payable.
- Occasional overnight stays for meetings and training purposes.

### **Physical/Mental Effort**

- To deal sensitively and in a compassionate, caring way with enquirers and volunteers
- To deal with distressed people on a regular basis

## **Health and Safety Responsibilities**

All employees are responsible for;

- Taking care of their own safety and that of others
- Ensuring that products, plant, equipment, vehicles and buildings are not damaged
- Complying with RAF Association health and safety policy, procedures and instructions and those of other sites, statutory and non-statutory
- Reporting to their Line Manager any hazard, accident, damage, concern or defect in order that remedial action may be undertaken
- Undergoing any training or instruction to enable them to work competently and safely

## **Other**

This job description outlines the main functions and responsibilities of the post. The post holder may be required to undertake additional duties as required, commensurate with the level of the job

### **Safeguarding duties and responsibilities of all staff:**

- Recognise that safeguarding is everybody's responsibility and uphold good safeguarding standards through abiding by the RAF Association's safeguarding policies and procedures (including Code of Conduct) at all times;
- Raise any concerns about the safety of a child or an adult with care and support needs promptly and appropriately to the Designated Safeguarding Officers;
- Work with colleagues (including the Designated Safeguarding Officers) where required, in order to support the safeguarding of others;
- Promote a positive culture of safeguarding through all work with the RAF Association and amongst colleagues;
- Challenge any poor safeguarding practice and raise any concerns about the safeguarding work of the RAF Association appropriately, following our whistleblowing policy;
- Attend safeguarding learning and training opportunities as required.

## **Training requirements**

One of the objectives of the RAF Association is to build an organisation based on quality. Accordingly, there will be an ongoing need to review the training requirements of staff to meet the changing demands of the organisation. Training requirements will be discussed at the appraisal meetings

This role is required to undertake within the first 12 month of employment a diploma in Welfare studies.

There will be an annual appraisal of the post and job contents and job description. In addition there will be an interim appraisal 6 months after the annual appraisal. These appraisals will be led by the Regional Casework Manager

### **Key Performance Indicators:**

Annual Key Performance Indicators will be defined by the Secretary General and Trustees. These are cascaded to relevant Directors who will inform staff of their own objectives and assess these in an annual appraisal

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**Person Specification**

	<b>Essential</b>	<b>Desirable</b>
<b>Knowledge and Experience</b>	<p>Strong administrative background with good attention to detail and methodical, organised working practices and written skills.</p> <p>Experience of working on case management databases.</p> <p>Knowledge of welfare service and systems</p> <p>Highly proficient in the use of I.T, specifically Word, Outlook, Excel and Internet(to be tested at interview)</p> <p>A driving licence and access to own vehicle is required for this post</p> <p>Level 4 management qualification or similar</p>	<p>Working knowledge of welfare benefits and systems</p> <p>Knowledge of other charities providing welfare services</p> <p>Knowledge of the Royal Air Force, its structure and its history</p> <p>Awareness of the work of the RAF Association</p>
<b>Communication and Relationships</b>	<p>Ability to communicate clearly and sensitively with clients and volunteers.</p> <p>Excellent verbal and writing skills.</p> <p>Excellent telephone manner and listening skills; ability to record accurately and maintain records</p> <p>Able to build relationships with beneficiaries and to deal sensitively with welfare issues.</p> <p>Experienced in networking and building relationships with other organisations</p>	
<b>People Management</b>	<p>Ability to judge when to delegate / refer both downwards and upwards</p> <p>Experience of working with volunteers</p>	
<b>Decision Making and Problem Solving</b>	<p>Experience of managing competing work priorities</p>	

	<p>Able to act on own initiative in accordance with procedures and guidelines</p> <p>Proven decision making and problem solving skills</p> <p>Able to act on own initiative in accordance with the Association's procedures and guidelines</p>	
<b>Financial and Physical Resources Responsibility</b>	<p>Good level of numeracy</p> <p>Understanding basic budgets and financial procedures</p>	Handling of petty cash
<b>Responsibility for Information</b>	<p>Able to accurately record information on a beneficiaries and volunteer records</p> <p>Able to review and accurately complete welfare forms</p> <p>An understanding to the GDPR and its use and application to confidential data</p>	
<b>Working Conditions</b>	<p>To be prepared to work, on occasions, weekends and evenings not normally worked at Association functions and events that take place throughout the UK</p> <p>To be prepared to undertake some unpaid overtime on occasions.</p>	
<b>Physical/ Mental Effort</b>	<p>Insured for, and able to use own car for business use(if required to use own car for work)</p> <p>Able to remain calm under pressure</p>	