Case Co-ordinator

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| Reporting to: | Chief Executive |
| Responsible for: | Provision of advice and information to beneficiaries making first contact direct with RNBT |
| Hours: | 37 |
| Salary: | £25-£30k depending on experience |
| Location: | Castaway House, Portsmouth. Exceptionally there may be a requirement for home visits to beneficiaries. |
| Key Liaisons: | Beneficiaries  Chief Executive  Heads of Departments  Grant Administrators  Beneficiary Support Coordinators  Admin Assistants  Military Charities  Non-military charities  Government Departments  Caseworkers |

**Main Purpose**

* To provide support to existing and potential beneficiaries by providing advice and information via the Royal Naval Benevolent Trust, (RNBT) telephone, email and web submissions, responding positively and enthusiastically to all enquiries from members of the public and caseworkers web based applications, telephone, email or post. Our passion to help and make a difference wherever possible must be obvious from the first contact.
* To provide advice on the availability of statutory support, charitable support from other military and non-military charities, in addition to advising on financial and support services available through the Trust and how to access these areas of support.
* To provide ongoing support where this is required and liaising on the beneficiary’s behalf with Case Working Organisations, Statutory Bodies, other Organisations and in house Beneficiary support Co-ordinators. In exceptional circumstances, the Case Co-ordinator may be required to visit RNBT beneficiaries in their own homes.
* As this role involves regulated activity with vulnerable adults and children, a satisfactory Enhanced DBS check with barred list checks for both the children’s barred list and adults barred list is a statutory requirement
* Provide support to grants administrators when required
* To liaise with other military and non-military charities
* To promote the Values and ethos of RNBT in all activities

**Liaison with external agencies and networks:**

* Participate in appropriate forums and networks to keep abreast of sector developments and best practice
* Represent the Trust at events to promote our work and the support available to beneficiaries

**Additional Tasks**

* Contribute to the Trust’s social media and website operations
* Inform the Chief Executive of complaints (written or oral), letters of thanks, contentious issues and any other matters which are out of the ordinary
* Answer telephone enquires
* Provide cover for other Head Office staff as required
* Undertake such other tasks as directed by the Chief Executive
* Attend committee meetings to provide a brief on current work, in particular supporting the Benevolence Committee

**Statistical Reporting:**

* Produce statistical information as required for Grant Administrator

**Promote Positive Team Culture, Team Working & Beneficiary Focused Service**

* To act as a positive role model to staff
* To develop positive and proactive relationships with colleagues
* To develop positive and proactive relationships with external stakeholders
* To adhere to RNBT’s values at all times
* To undertake training to ensure professional development and awareness of current regulatory requirements

**Statutory Requirement**

* As this role involves regulated activity with vulnerable adults and children, a satisfactory Enhanced DBS check with barred list checks for both the children’s barred list and the adults barred list is a statutory requirement.

**Person Specification**

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| **Qualifications**  **Essential** | **Desirable** |
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| A minimum of three GCSEs grades A – C, or equivalent, including English Language. | MS Office IT qualification |
| Full UK Driving Licence |  |

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| **Knowledge / Experience**  **Essential** | **Desirable** |
| Experience in use of databases, i.e. retrieval, interpretation and actioning of data/correspondence. | Previous experience of working within a grant giving organisation. A good understanding of the charitable sector and to where people can be signposted. |
| Previous experience of taking helpline calls, dealing with difficult or vulnerable clients . | RN knowledge / experience. |
| Previous administrative experience, including data entry, with high attention to detail. |  |
| Excellent IT knowledge, including Outlook,  Word, Excel and electronic filing systems | |

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| **Competencies**  **Essential** | **Desirable** |
| Following Instructions and Procedures – appropriately following instructions, procedures and policies.   |  |  | | --- | --- | | Coping with pressures and setbacks – work productively in a pressured environment and maintain a  positive outlook at work no matter how repetitive the task. | Achieving Personal Work Goals and Objectives – accepting and tackling goals with enthusiasm and demonstrating a strong work ethic. | | Planning and organising – managing time effectively, meeting deadlines and prioritising workload. | Relating and networking – establishing good relationships with customers and staff. | | Writing and reporting – writing clearly  and succinctly, in a well-structured and logical way | Deciding and Initiating Action – Takes initiative, acts with confidence and works under own direction. | | Working with people – establishing  good relationships, working well as part  of a team and supporting others. | | | Adhering to principles and values –  upholding ethics/values,  demonstrating integrity and  promoting and defending  equality and diversity. | | | Adapting and responding to change – demonstrating flexibility in adapting to changing circumstances, accepting new ideas.   |  |  | | --- | --- | | Achieving Personal Work Goals and  Objectives – accepting and tackling  goals with enthusiasm and  demonstrating a strong work ethic. | | | Relating and networking – establishing good relationships with customers and staff. | Relating and networking – establishing good relationships with customers and staff. | | Deciding and initiating action – use initiative, act with confidence and  work under own direction. | Deciding and Initiating Action – Takes initiative, acts with confidence and works under own direction. | |