

JOB PROFILE: CASEWORK MANAGER

Role:	CASEWORK MANAGER	Date profile last reviewed:	JULY 2022
Name:		Reports to:	HEAD OF COMMUNITY WELFARE PROGRAMMES

MAIN SUMMARY OF ROLE:

This role has three key aims:

1. To lead a team of Welfare Support Executives, providing day-to-day oversight of team activity, allocating casework enquires, and undertaking regular case supervision and guidance.
2. To help ensure successful delivery of casework team activities as listed in the Welfare business plan, supporting the development of the new caseworking function, its policies and operating procedures.
3. Support the caseworking function of the team when required both remotely and in-person across the United Kingdom.

KEY ACCOUNTABILITIES/RESPONSIBILITIES:

- To support the Head of Community Welfare Programmes with the on-going development of the Funds new caseworking team. This is a new activity within the Fund and a test and adjust approach will required to the function of, and processes of, this team. You will support with this development in addition to the recruitment and training of the team. The postholder will manage the relationship between the caseworking team and the Welfare Navigators and grant making teams.
- To provide leadership for the caseworking team; ensuring we have a high performing and highly motivated team is in place to undertake casework in-line with the Funds policy and procedures.
- To undertake general line management administration tasks for the team such as approving leave, sickness reporting, expenses and monitoring lone working.
- To ensure delivery of the caseworking team objectives as listed on the welfare business plan, reporting on progress against these objectives to the Head of Community Welfare Programmes on a regular basis.
- To provide a link between the Welfare Navigator and caseworking teams. Supporting the Navigators as required, in particular acting as the point of contact for particularly difficult and complex welfare enquires.
- Oversee the RAFBF Caseworking Office work queue in MOSAIC CMS2 and ensure that casework requests are allocated to the relevant team members; overseeing caseloads of individual team members, monitoring case volumes to no team member is overwhelmed by requests.
- Where appropriate undertake casework directly, primarily over the phone but also on occasion in person.
- Ensure effective case management is undertaken and high standards are maintained through regular audit of casework; ensure team members are providing accurate guidance and are supporting cases in a way that best meets the needs of our beneficiaries.
- Provide advice and guidance to team members on all aspects of casework and case management, supporting them to progress particularly complex and difficult welfare cases.
- Act as the link between the remote caseworking team and the head office based welfare teams, with particular reference to troubleshooting difficult cases.
- Take the lead on maintaining a good working relationship between the caseworking team and

other regional staff including the Area Directors, Regional Fundraisers and Community Engagement Workers.

- This is a hybrid post and the post holder should expect to spend some time each week working in our London head office to coordinate with the wider welfare team. The remaining days will be worked from home and across the wider community where your team operates. Occasional trips to Scotland will be required as two team members operate out of our Edinburgh office.

COMPETENCIES REQUIRED FOR THE ROLE	
<u>Essential</u>	<u>Desirable</u>
<ul style="list-style-type: none"> • Leading and Supervising • Working with people • Relating and networking • Adapting and responding to change • Coping with pressures and setbacks • Persuading and influencing • Deciding and initiating action 	<ul style="list-style-type: none"> • Delivering results and meeting customer expectations • Learning and researching • Writing and reporting • Presenting and communicating information • Analysing • Planning and organising
QUALIFICATION(S), KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED FOR THE ROLE	
Academic or Professional Qualifications (or equivalent):	
<p style="text-align: center;"><u>Essential</u></p> <ul style="list-style-type: none"> • A good level of general education – minimum of 3 A Levels of equivalent 	<p style="text-align: center;"><u>Desirable</u></p> <ul style="list-style-type: none"> • Evidence of Continuing Professional Development (CPD)
Knowledge/ Experience:	
<p style="text-align: center;"><u>Essential</u></p> <ul style="list-style-type: none"> • Experience of a supervising/managing remote community based staff and supervising caseloads of welfare work. • Experience of delivering welfare services within a charitable organisation or the RAF. • Demonstrable knowledge of social and welfare issues affecting the ex-Service community. • Experience of working with members of the public, organisations, community groups and health & social care professionals. • Experience of supporting people to address their welfare needs using assessment and case management. • Experience of working with older and/or vulnerable people. • Experience and understanding of what it means to take a person-centered approach 	<p style="text-align: center;"><u>Desirable</u></p> <ul style="list-style-type: none"> • Experience of using MOSAIC case management system, CARE or other similar CRM databases. • Experience working with members of the Armed Forces community (RAF) • Experience of managing and developing new welfare services in a charitable organisation.
Skills/Abilities:	
<p style="text-align: center;"><u>Essential</u></p> <ul style="list-style-type: none"> • Leadership • Excellent interpersonal & relationship skills • Motivating people • Management through delegation • Communicating and listening • Organisation and prioritisation • Problem solving and decision making 	<p style="text-align: center;"><u>Desirable</u></p> <ul style="list-style-type: none"> • Analysis • Negotiation and influencing skills
Other Requirements:	

- Ability to work outside of office hours on occasion and country-wide travel.
- To carry out any other duties that is within the scope of the job as requested by the Head of Community Welfare Programmes

Signature

I confirm this job profile has been drawn up with my full involvement and accurately reflects the responsibilities of the role.

Postholder's Signature:

NAME:

Line Manager's Signature:

NAME:

Date: