

## JOB PROFILE: WELFARE APPLICATIONS COORDINATOR

Role:	WELFARE APPLICATIONS COORDINATOR	Date profile last reviewed:	AUGUST 2022
Name:		Reports to:	WELFARE SERVICES MANAGER

### MAIN SUMMARY OF ROLE:

To provide support to the Welfare Directorate by providing advice and guidance to caseworkers and beneficiaries when completing and submitting applications to the Fund. Processing applications received and co-ordinating their onward journey.

### KEY ACCOUNTABILITIES/RESPONSIBILITIES:

- Be confident in adding applications, correspondence and documentation to CARE, including the transfer of case documentation from MOSAIC, Lightning Portal and email applications.
- Input application data into CARE, creating the Contact and Application records, accurately transferring information from the application form, ensuring that Applications reflect the main type of assistance required (Individual Grants, Housing or Care and Respite).
- Within CARE, establish relationships from one Contact to another, and between a Contact, Application and Award as appropriate.
- Confirm basic eligibility criteria for applications and refer for review to Welfare Services Manager if required.
- Allocate cases to the appropriate Welfare Executive or Team, monitoring the overall caseload.
- Allocate communications on MOSAIC to the relevant Welfare Executive or team.
- Managing the online application portal, declining inappropriate applications and liaising with WSM, Execs and caseworkers to make appropriate onward referrals. Assessing sufficient supporting documentation has been provided and requested as required.
- Advising and guiding caseworkers and beneficiaries on possible Fund assistance and the best way to make an application (direct or via a caseworker).
- Liaising with WSM and other Fund staff in order to progress applications for assistance.
- Register casualty notifications onto the Fund's CARE database and notify other staff as necessary.
- Liaise with RAF Disclosures, RAF Cranwell to request and receive Service Verifications.
- Process awards within CARE for Minor Financial Assistance, Transition and Immediate needs Grants. Identify and flag ineligible application to HIG.
- Monitoring incoming work from MOSAIC, Lightning and Email to ensure cases are processed in the appropriate order.
- Updating CARE as appropriate and saving case-working Organisation's Address and Bank Details.
- Willingness to work with other Welfare Application Co-ordinators to ensure that the working day and leave periods are covered.
- Provide Ad Hoc cover for the Welfare Navigator role (responding to enquiries and making caseworker referrals) as directed by the Welfare Services Manager.
- Scrutinising and paying Law Express invoices.

### DEVELOPMENTAL OBJECTIVES:

- Progressive professional development through identified training opportunities and programmes.

- Gain knowledge of the Fund's wide-ranging support and alternative sources of assistance and keep current with new developments.

### COMPETENCIES REQUIRED FOR THE ROLE

<u>Essential</u>	<u>Desirable</u>
<ul style="list-style-type: none"> <li>• Following Instructions and Procedures – appropriately following instructions, procedures and policies.</li> <li>• Coping with pressures and setbacks – works productively in a pressured environment and maintains a positive outlook at work no matter how repetitive the task.</li> <li>• Planning and Organising – managing time effectively, meeting deadlines and prioritising workload.</li> <li>• Writing and Reporting – writing clearly and succinctly, in a well-structured and logical way</li> <li>• Working With People – establishing good relationships, working well as part of a team and supporting others</li> <li>• Adhering to Principles and Values – upholding ethics/values, demonstrating integrity and promoting and defending equal opportunities.</li> </ul>	<ul style="list-style-type: none"> <li>• Adapting and Responding to Change – demonstrating flexibility in adapting to changing circumstances, accepting new ideas.</li> <li>• Achieving Personal Work Goals and Objectives – accepting and tackling goals with enthusiasm and demonstrating a strong work ethic.</li> <li>• Relating and networking – establishing good relationships with customers and staff.</li> <li>• Deciding and Initiating Action – Takes initiative, acts with confidence and works under own direction.</li> </ul>

### QUALIFICATION(S), KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED FOR THE ROLE

#### Academic or Professional Qualifications (or equivalent):

<u>Essential</u>	<u>Desirable</u>
<ul style="list-style-type: none"> <li>• A minimum of three GCSEs grades A – C, or equivalent, including English Language.</li> </ul>	<ul style="list-style-type: none"> <li>• ECDL qualification</li> </ul>

#### Knowledge/ Experience:

<u>Essential</u>	<u>Desirable</u>
<ul style="list-style-type: none"> <li>• Experience in use of databases, i.e. retrieval, interpretation and actioning of data/correspondence.</li> <li>• Previous administrative experience, including data entry, with high attention to detail.</li> <li>• Excellent IT knowledge, including Outlook, Word, Excel and electronic filing systems</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience of working within a grant giving organisation. A good understanding of the charitable sector and to where people can be signposted.</li> <li>• RAF knowledge / experience.</li> <li>• Good typing speed</li> </ul>

#### Other Requirements:

- To carry out any other duties that is within the scope of the job as requested by the Welfare Services Manager.

## **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:

