

JOB PROFILE			
Role:	Welfare Services Navigator	Date profile last reviewed:	May 2022
Name:		Reports to:	Welfare Services Manager

1. MAIN SUMMARY OF ROLE:

To provide support to existing and potential beneficiaries by providing advice and information via the RAF Benevolent Fund Welfare Helpline, email and web chat. The role includes providing information 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 Fund and how to access these areas of support. The Welfare Services Navigator will also be responsible for providing ongoing support where this is required and liaising on the beneficiaries behalf with Case Working Organisations, RAF Benevolent Fund Case Workers, Statutory Bodies, other Organisations and in house Welfare Teams.

2. KEY RESPONSIBILITIES:

1. Respond positively and enthusiastically to general enquiries from members of the RAF family (serving and veteran), the general public and caseworkers via web based applications, the helpline number, email or post. Our passion to help and make a difference wherever possible must be obvious from the first contact.
2. Confident in communicating with callers with complex needs and in difficult circumstances. This includes speaking with vulnerable, as well as challenging callers.
3. Referring callers to internal services for support direct from the RAF Benevolent Fund and partner agencies for Casework assistance.
4. Signpost enquiries to other organisations if the call is not in scope for RAF Benevolent Fund assistance. This will include providing advice and guidance on sources of support and how to access these services.
5. Follow on enquires to ensure the advice given has been actioned and providing additional support to beneficiaries when required.
6. Be confident in creating Contact records on CARE (our database), accurately inputting information provided by and on behalf of beneficiaries. Ensuring all details are up to date and accurate.
7. Identify suitable caseworkers to carry out welfare assessments, and make the necessary referrals via Mosaic (a shared military charity database) for casework visits to take place.
8. Liaise with caseworkers (internal and external) in relation to the scope of the Fund's support and the status of applications.

9. Maintain a good knowledge of the welfare support and information provided by the Fund and keep this up to date.

3. DEVELOPMENTAL OBJECTIVES:

10. Progressive professional development through identified training opportunities and programmes.
11. Gain knowledge of the Fund's wide-ranging support and alternative sources of assistance and keep current with new developments.

4. PERSON SPECIFICATION

Qualifications

Essential	Desirable
A minimum of three GCSEs grades A – C, or equivalent, including English Language.	ECDL qualification

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 .	RAF knowledge / experience.
Previous administrative experience, including data entry, with high attention to detail.	Good typing speed
Excellent IT knowledge, including Outlook, Word, Excel and electronic filing systems	

Competencies

Essential	Desirable
Following Instructions and Procedures – appropriately following instructions, procedures and policies.	Adapting and Responding to Change – demonstrating flexibility in adapting to changing circumstances, accepting new ideas.

Coping with pressures and setbacks – works productively in a pressured environment and maintains 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 equal opportunities.	

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:

General Information:

Smoking

The RAF Benevolent Fund has a no-smoking policy.

Equal Opportunities

You are required to comply with the Fund's Equal Opportunities Policy and ensure that employees receive equal treatment at all times.

Health and Safety

You must discharge your responsibilities under the Health and Safety at Work Act 1974 and take reasonable care for your own health and safety and that of others. You must also ensure that agreed safety procedures are carried out to maintain a safe environment for employees and visitors.

Confidentiality

You are subject to the Data Protection Act 1998 and must not disclose confidential information, particularly that relating to employees, beneficiaries and their records. You are also responsible for the accuracy and integrity of any information which you enter. You must not use personal data held by the Fund for any unauthorised purpose nor disclose such data to a third party. You must not make any disclosure to any unauthorised person or use any confidential information relating to the business affairs of the Fund, unless expressly authorised to do so by Head of Secretariat who is the Data Protection Officer.

Risk Management

The Trustees of the Fund have adopted a policy of risk management which accords with Charity Commission requirements. Risk management is the responsibility of each member of staff.

Suggestions that might assist the Fund in meeting its objectives in a pragmatic and cost-effective way should be directed to your line manager or the Fund's Risk Review Co-ordinator.

Conflict of Interests

You may not, without the consent of the Fund, engage in any outside employment. In accordance with the Staff Handbook, you must declare to your line manager any private interest or voluntary/public duties which could potentially result in personal gain as a consequence of your employment with the Fund. Interests that might appear to be in conflict should also be declared.

Place of Work

You may be required to work on the Fund's alternative sites from time to time.

Review

This job profile is intended as a basic guide to the scope and responsibilities of your post and is not exhaustive. It will be subject to regular review and amendment as necessary in consultation with you.

