

## JOB PROFILE: COMMUNITY ENGAGEMENT WORKER

|       |   |                             |                                  |
|-------|---|-----------------------------|----------------------------------|
| Role: | Community Engagement Worker (South Wales) | Date profile last reviewed: | JULY 2025                        |
| Name: |   | Reports to:                 | FRIENDSHIP & CONNECTIONS MANAGER |

### MAIN SUMMARY OF ROLE:

To support the Fund's work on social isolation by engaging beneficiaries in meaningfully enriching outcomes to reduce their isolation which in turn should, over time, reduce their feelings of loneliness.

Develop and maintain positive links with key statutory and voluntary organisations across your region, to encourage these organisations to refer eligible members of the RAF Family into the Friendship and Connections service.

### KEY ACCOUNTABILITIES/RESPONSIBILITIES:

- Hold a caseload of social isolated beneficiaries. Undertake assessments of beneficiary situations and barriers to engagement in meaningfully enriching outcomes. To do so both remotely (over the telephone and online) and in person through home visits across your area of responsibility. This could involve significant amounts of travel to reach appointments.
- Develop action plans with each beneficiary entering the Friendship & Connection service. Plans should identify appropriate opportunities from within both the RAF Benevolent Fund but also the wider region to connect the beneficiary into meaningfully enriching outcomes ; identify barriers to accessing these opportunities and propose solutions to overcoming those barriers. This could on occasion involve accompanying a beneficiary to enriching activities..
- Undertake casework to access financial assistance in support of executing individual beneficiary action plans. Coordinate support with the Fund's professional advocacy service when appropriate in support of executing individual beneficiary action plans.
- Develop and maintain a thorough and detailed understanding of Fund services and services provided by other military and national welfare services, using this knowledge to meet welfare need.
- Answer questions from key stakeholders and members of the RAF Family regarding available welfare support; sharing referrals for general welfare support with the Welfare Navigator team and when appropriate, liaise between stakeholders and head office to troubleshoot any ongoing issues in the delivery of welfare support.
- **Promote the range of welfare support available from the RAF Benevolent Fund to key stakeholders in your region . Encourage stakeholders to identify member of the RAF Family amongst their service users and to signpost those individuals to the Fund. Focus on promoting the Community Engagement Worker role and encourage stakeholders to identify and refer socially isolated members of the RAF Family.**
- Support the creation, development and delivery of activities aimed at reducing social isolation.
- Maintain up to date, concise and confidential, electronic beneficiary case notes and records in the format, style and location(s) required by the Fund.

|   |   |
|---|---|
| <ul style="list-style-type: none"> <li>Raise the profile of the RAF Benevolent Fund and the support it can offer to the RAF Family.</li> </ul>  |   |
| <b>COMPETENCIES REQUIRED FOR THE ROLE</b>   |   |
| <b>Essential</b>  | <b>Desirable</b>  |
| <ul style="list-style-type: none"> <li>Working with people</li> <li>Relating and networking</li> <li>Deciding and initiating action</li> <li>Delivering results and meeting customer expectations</li> <li>Analysing</li> <li>Persuading and influencing</li> </ul>   | <ul style="list-style-type: none"> <li>Coping with pressures and setbacks</li> <li>Writing and reporting</li> <li>Planning and organising</li> <li>Following instructions and procedures</li> <li>Learning and researching</li> <li>Presenting and communicating information</li> </ul>   |
| <b>QUALIFICATION(S), KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED FOR THE ROLE</b>   |   |
| <b>Academic or Professional Qualifications (or equivalent):</b>   |   |
| <u>Essential</u> <ul style="list-style-type: none"> <li>A good level of general education – minimum of three A-Levels or equivalent, or life skills equivalent to this.</li> </ul>  | <u>Desirable</u> <ul style="list-style-type: none"> <li>Evidence of Continuing Professional Development (CPD)</li> </ul>  |
| <b>Knowledge/ Experience:</b>   |   |
| <u>Essential</u> <ul style="list-style-type: none"> <li>Experience of working with members of the public, organisations, community groups and health &amp; social care professionals.</li> <li>Experience of supporting people to address their welfare needs using assessment and case management.</li> <li>Experience of working with older and/or vulnerable people.</li> <li>Knowledge of social and community services, including veteran's services across the county.</li> <li>Experience and understanding of what it means to take a person-centred approach.</li> </ul> | <u>Desirable</u> <ul style="list-style-type: none"> <li>Experience of delivering welfare services within a charitable organisation or the RAF.</li> <li>Knowledge of the public/social policy agenda around tackling social isolation and loneliness.</li> <li>Knowledge of the veteran's welfare charity sector.</li> <li>Demonstrable knowledge of social and welfare issues affecting the veteran community.</li> <li>Experience of gathering information and presenting to groups of people.</li> <li>Experience of working with working age veterans.</li> </ul> |
| <b>Other Requirements:</b>  |   |
| <ul style="list-style-type: none"> <li>Full driving licence required</li> <li>Willingness to work flexible hours, outside of traditional office hours.</li> </ul>   |   |

## 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: