

## JOB PROFILE: WELFARE SUPPORT EXECUTIVE

Role:	WELFARE SUPPORT EXECUTIVE (West Midlands)	Date profile last reviewed:	April 2025
Name:		Reports to:	Casework Manager

### MAIN SUMMARY OF ROLE:

1. To support the Fund's caseworking function by assessing the welfare needs of members of the RAF Family, completing applications, providing recommendations on support to Welfare Executives, and supporting beneficiaries to access to statutory welfare support and support from other appropriate charities.
2. To support the Head of Contact and Casework and Area Director in the development and maintenance of positive links with key statutory and voluntary sector organisations across your region, promoting awareness of the RAF Benevolent Fund and encouraging these organisations to refer eligible members of the RAF Family in need of welfare support to the Fund's helpline.

### KEY ACCOUNTABILITIES/RESPONSIBILITIES:

- Receive requests for complex casework from the Fund's Welfare Navigators. If casework referrals are received directly from external stakeholders, to share these with the Welfare Navigator team for initial assessment.
- Carry a caseload of welfare casework referrals, undertake holistic assessments of welfare needs remotely (over the telephone and online) and when required in person through home visits. Subsequent management of complex and sometimes challenging welfare needs.
- Developing action plans with each beneficiary, identifying appropriate support from within both the RAF Benevolent Fund but also the wider statutory and military charity sector ensuring that support is made available in an integrated way that best meets the beneficiaries needs.
- Developing and maintaining a thorough and detailed understanding of Fund support services and support services provided by other military charities. In addition, developing a good knowledge of local welfare support services and national veteran's mental health services.
- Supporting beneficiaries in their contact with statutory authorities and other service providers, advocating on their behalf where required and coordinating support with the Fund's professional advocacy service when appropriate.
- Maintain up to date, concise and confidential, electronic beneficiary case notes and records in the format, style and location(s) required by the Fund.
- Raise the profile of the RAF Benevolent Fund and the support it can offer to the RAF Family by working with the Area Director to engage key stakeholders in the public and charity sectors through meetings, presentations and roadshow type events.

### LOCATION

- You will be community based, working from home covering the West Midlands region.
- Occasionally travel to support cases outside of this region may be required.

- You will be part of a wider team of regional staff undertaking casework, community engagement and community fundraising across the UK. Occasional travel to our head office in London; you should expect to undertake regular travel to London during the first six months of the role.

COMPETENCIES REQUIRED FOR THE ROLE	
Essential	Desirable
<ul style="list-style-type: none"> <li><b>Writing and reporting</b> – maintaining clearly and succinct case notes in a well-structured and logical way.</li> </ul>	<ul style="list-style-type: none"> <li><b>Relating and Networking</b> - can establish positive working relationships with key individuals within a wide variety of organisations</li> </ul>
<ul style="list-style-type: none"> <li><b>Analysing</b> – Probes for appropriate information, breaking into component parts and making rational judgements before producing workable solutions.</li> </ul>	<ul style="list-style-type: none"> <li><b>Adhering to principles and values</b> - upholding ethics/values, demonstrating integrity and promoting and defending equal opportunities.</li> </ul>
<ul style="list-style-type: none"> <li><b>Coping with pressures and setbacks:</b> able to work in difficult situations whilst keeping emotions under control and maintaining a positive outlook.</li> </ul>	<ul style="list-style-type: none"> <li><b>Presenting and Communicating Information</b> - can confidently and credibly deliver presentations about the Fund's welfare work to a variety of audiences</li> </ul>
<ul style="list-style-type: none"> <li><b>Working with people</b> – demonstrate good interpersonal skills and an ability to work in holistic, non-judgmental, caring and sensitive manner that avoids assumptions, supports social inclusion; recognises and respects individual choice.</li> </ul>	
<ul style="list-style-type: none"> <li><b>Planning and organising</b> - managing time effectively, meeting deadlines and prioritizing workload.</li> </ul>	
<ul style="list-style-type: none"> <li><b>Following instructions and procedures</b>– appropriately following instructions and adhering to policies, procedures, and objectives</li> </ul>	
QUALIFICATION(S), KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED FOR THE ROLE	
<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.</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 supporting people to address their welfare needs using assessment and case management.</li> </ul>	<u>Desirable</u> <ul style="list-style-type: none"> <li>Experience of working with older and/or vulnerable people.</li> </ul>
<ul style="list-style-type: none"> <li>Experience of delivering welfare services within a charitable organisation or the RAF.</li> </ul>	<ul style="list-style-type: none"> <li>Experience of having served in the Royal Air Force.</li> </ul>
<ul style="list-style-type: none"> <li>Demonstrable knowledge of social and welfare issues affecting the ex-Service community.</li> </ul>	<ul style="list-style-type: none"> <li>Experience of gathering information and presenting to groups of people.</li> </ul>

<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> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of the veteran's welfare charity sector.</li> </ul>
<ul style="list-style-type: none"> <li>• Experience and understanding of what it means to take a person-centered approach to welfare service delivery.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrable knowledge of social and welfare issues affecting the ex-Service community.</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:

