

JOB PROFILE: RESPITE & CARE EXECUTIVE

Role:	Respite & Care Executive	Date profile last reviewed:	October 2025
Name:		Reports to:	Head of Respite and Care

MAIN SUMMARY OF ROLE:

Working with the other Respite and Care Executives and the Head of Respite, Care and Advocacy to provide charitable assistance, support and advice regarding residential and domiciliary care, occupational therapy assessments and the provision of mobility equipment. This is with an aim to promote independence, safety and dignity in daily living and in the community and help to prevent loneliness and social isolation. This is an office-based role.

KEY ACCOUNTABILITIES/RESPONSIBILITIES:

The position of Care Executive has wide professional and administrative responsibilities. Key tasks include the following:

- Responding to initial contacts from beneficiaries or their representative/LPA, local government departments, the public, case working organisations, mobility provider, occupational therapy provider and other charities, either by telephone, letter or email.
- Having a working knowledge of major state benefits and awareness of the availability of assistance from other sources e.g. state, local government and other charitable organisations.
- Reviewing and rejecting applications where the applicant is ineligible or where the assistance sought is outside the scope of the Fund and its policies. Considering whether charitable support by the Fund is appropriate and assessing the potential costs involved.
- Processing applications for financial assistance towards the cost of providing specialist equipment within an applicant's own home, ensuring that, if necessary, the Disabled Facilities Grant process has been followed, and a relevant Occupational Therapist (OT) assessment has been completed before grant funding is considered.
- Processing applications for financial assistance towards the cost of residential and domiciliary care. Ensuring that Local Authorities are meeting their obligations and that all avenues have been explored before grant funding is considered.
- Processing applications for assistance with mobility-related issues, liaising with OTs, the Fund's EPV preferred provider and other organisations as necessary in order to achieve an effective outcome for the beneficiary.
- Liaising with public authorities on the level of support to which beneficiaries have entitlement. Wherever practicable, assisting and advising caseworkers to undertake such enquiries on behalf of the Fund.
- Assisting beneficiaries and caseworkers with advice and guidance on the availability and funding of domiciliary care and residence in long and short-term care homes, including respite breaks. Also, in conjunction with the Advocacy Team, provide advice and guidance on the appeals process in the event of an unjustified shortfall in local authority or primary health care funding of care fees.
- By using personal, delegated financial authority, authorising expenditure within the agreed budgetary limits of up to £7,500 for welfare cases.
- Where this is inadequate or where Fund policies require that the case be considered by the Grants to Individuals panel or the Major Grants Committee, preparing the case for consideration by the

relevant committee. • Where appropriate, seeking additional contributions from other charities. • Notifying the applicant, case worker or RAF Station of outcomes. • Arranging payment of grants as appropriate. • Actively maintaining and updating computer records, including a statistical record of cases, for use in case presentation and for recording decisions. • Undertaking other tasks not related to specific casework as directed by Head of Respite, Care & Advocacy/Director Operations. • Covering an extended caseload during the absence of colleagues within the department.	
COMPETENCIES REQUIRED FOR THE ROLE	
Essential	Desirable
- Presenting and Communicating information - Writing and reporting - Applying expertise and technology - Analysing - Deciding and Initiating Action - Persuading and influencing - Planning and Organising	- Delivering results and meeting customer expectations - Relating and Networking - Following instructions and procedures - Adapting and responding to change - Achieving personal work goals and objectives - Working with people
QUALIFICATION(S), KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED FOR THE ROLE	
Academic or Professional Qualifications (or equivalent):	
<u>Essential</u>	<u>Desirable</u>
A minimum of three A-levels grades A – C, or relevant experience.	Evidence of Continuing Professional Development (CPD)
Knowledge/ Experience:	
<u>Essential</u>	<u>Desirable</u>
- Significant experience of grant making within a welfare environment - Excellent IT knowledge, including Outlook, Word and Excel - Significant experience of working within a case management system - Experience of working with clients with physical and mental health issues - Knowledge of NHS, social care and other statutory services - Knowledge / experience of statutory benefits and support	- Knowledge of the RAF - Working in a charity - Knowledge and experience of OT assessments, mobility aids and equipment, including statutory entitlements - Working knowledge of PowerPoint and experience of delivering presentations - Knowledge / experience in general welfare matters, including education, employment, debt, care and housing
Skills/Abilities:	
<u>Essential</u>	<u>Desirable</u>
- Strong communication skills - Personal organisation - Creates personal credibility - Excellent attention to detail - Able to communicate effectively, empathetically, concisely and confidently on the telephone, in writing and in person to a wide and varied	

audience • Works in a systematic and methodical way • Manages time effectively, meets deadlines and prioritises workload.	
Other Requirements: • Willingness to work flexible hours, outside of traditional office hours when necessary. • Travel to UK locations if required. • To carry out any other duties that is within the scope of the job as requested by the Head of Respite, Care and Advocacy • Satisfactory Standard DBS Check	

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: