

JOB PROFILE: WELFARE SUPPORT EXECUTIVE

Role:	Welfare Support Executive (London)	Date profile last reviewed:	January 2026
Name:		Reports to:	Casework Manager

MAIN SUMMARY OF ROLE:

This role will support the Fund's case working function by assessing the welfare needs of members of the RAF Family, completing applications, providing recommendations on support to Welfare Executives, and supporting our beneficiaries to access statutory welfare support and support from other appropriate charities.

Further to the Casework element, there is a requirement to provide advice and guidance to the Welfare Single Point of Contact team and wider Welfare staff.

Thirdly, the role holder is to provide advice and guidance to Fund Welfare staff on matters related to Social Work policy and processes. The role holder will also provide input into Safeguarding policy and procedures, ensuring they are appropriate.

KEY ACCOUNTABILITIES/RESPONSIBILITIES:

- 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 challenging welfare needs.
- 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.
- Provide professional advice and guidance to all Fund staff when dealing with cases with any social work implications, and particularly to the Welfare Single Point of Contact team.
- Developing action plans with beneficiaries, identifying appropriate support from within the RAF Benevolent Fund and the wider statutory and military charity sector, ensuring that support is provided, that best meets the beneficiaries needs.
- 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.
- 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.
- Provide input in to Fund safeguarding policy and process and assist fund staff when managing safeguarding incidents.
- Maintain up to date, concise and confidential, electronic beneficiary case notes and records in the format, style and location(s) required by the Fund.

COMPETENCIES REQUIRED FOR THE ROLE

<u>Essential</u>	<u>Desirable</u>
<ul style="list-style-type: none"> • Adhering to Principles and Values • Writing and Reporting 	<ul style="list-style-type: none"> • Adapting and Responding to Change • Creating and Innovating

<ul style="list-style-type: none"> • Applying Expertise and Technology • Delivering Results and Meeting Customer Expectations • Working with People • Learning and Researching 	<ul style="list-style-type: none"> • Deciding and Initiating Action • Following Instructions and Procedures • Coping with Pressures and Setbacks • Relating and Networking
QUALIFICATION(S), KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED FOR THE ROLE	
Academic or Professional Qualifications (or equivalent):	
<u>Essential</u> <ul style="list-style-type: none"> • A good level of general education • A Degree in Social Work 	<u>Desirable</u> <ul style="list-style-type: none"> • Evidence of Continuing Professional Development (CPD)
Knowledge/ Experience:	
<u>Essential</u> <ul style="list-style-type: none"> • At least 5 years' experience of working as a Social Worker within a Local Authority and or the Charitable Sector. • Experience of supporting people to address their welfare needs using assessment and case management. • Experience of working with members of the public, organisations, community groups and health & social care professionals. • Experience and understanding of what it means to take a person-centred approach to welfare service delivery. 	<u>Desirable</u> <ul style="list-style-type: none"> • Knowledge of the veteran's welfare charity sector. • Experience of developing organisational policy and processes. • Demonstrable knowledge of social and welfare issues affecting the ex-Service community. • Experience of working with older and/or vulnerable people. • Experience of gathering information and presenting to groups of people.
Other Requirements:	
<ul style="list-style-type: none"> • Satisfactory Enhanced Disclosure & Barring Service (DBS) check • Full driving licence and own vehicle required • Willingness to work flexible hours, outside of traditional office hours. • This role will primarily cover casework across the Greater London area. You will be based in our Central London Headquarters, with a hybrid working pattern, with up to 2 days per week working from home. Occasional 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. 	

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: