

JOB PROFILE: WELFARE NAVIGATOR

Role:	Welfare Navigator	Date profile last reviewed:	January 2026
Name:		Reports to:	Enquiry and Referral Hub Team Leader

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 beneficiary's behalf with Case Working Organisations, RAF Benevolent Fund Case Workers, Statutory Bodies, other Organisations and in house Welfare Teams.

KEY ACCOUNTABILITIES/RESPONSIBILITIES:

Holistic Triage and Assessment:

- Welfare Navigators conduct comprehensive triage assessments to understand the full scope of a beneficiary's needs, recognising that individuals often face multiple, interconnected challenges.
- Engaging with beneficiaries in a compassionate and non-judgmental manner to understand their complete situation, not just their presenting issue.
- Identifying both immediate and underlying needs across multiple domains including financial hardship, physical health, mental wellbeing, housing, relationships, and social isolation.
- Maintaining contact with beneficiaries throughout their support journey, checking on progress, identifying emerging needs, and adjusting support plans accordingly.

Multi-Service Coordination:

- Recognising when beneficiaries may benefit from multiple RAFBF services simultaneously (e.g., emotional support alongside financial assistance, or mobility aids in conjunction with home adaptations).

Eligibility Assessment

- Determining beneficiary eligibility for RAFBF services based on service history, dependency status, and current circumstances, while applying discretion and escalating complex cases appropriately.

Managing Multiple Enquiry Routes

- Welfare Navigators must effectively manage and respond to enquiries received through diverse channels, each presenting unique considerations.
- Handling inbound calls to the main enquiry line, conducting real-time triage, providing immediate information and reassurance, and capturing accurate information during dynamic conversations.
- Responding to written enquiries with appropriate tone and detail, managing ongoing email correspondence, and ensuring all communications are professional and compliant with data protection requirements.
- Processing online applications (such as Headspace requests, counselling referrals, and general enquiry forms), verifying submitted information, and following up where additional details are required.
- Identification of Safeguarding Concerns: Recognising indicators of abuse, neglect, exploitation, self-harm, or risk to others during interactions with beneficiaries, including signs of domestic violence, financial abuse, elder abuse, or child protection issues.

Accurate Data Recording and Management

- The integrity of beneficiary data is essential for effective service delivery, reporting, compliance, and organisational learning.
- Capturing complete and accurate beneficiary information at first contact, including personal details, service history, contact preferences, and presenting needs.
- Case Documentation: Maintaining detailed, contemporaneous records of all interactions, assessments, decisions, and actions taken, ensuring that case notes are clear, factual, and provide sufficient context for continuity of care.
- GDPR Compliance: Adhering to data protection legislation and organisational policies regarding consent, data minimization, secure storage, and appropriate sharing of personal information.

COMPETENCIES REQUIRED FOR THE ROLE	
<u>Essential</u>	<u>Desirable</u>
<ul style="list-style-type: none"> Adhering to Principles and Values Working with People Following Instructions and Procedures Adapting and Responding to Change Coping with Pressure and Setbacks Delivers results and meets customer expectations 	<ul style="list-style-type: none"> Learning and Researching Achieving Personal Work Goals and Objectives Relating and Networking Deciding and Initiating Action Creating and Innovating Writing and Reporting
QUALIFICATION(S), KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED FOR THE ROLE	
Academic or Professional Qualifications (or equivalent):	
<u>Essential</u>	<u>Desirable</u>
<ul style="list-style-type: none"> A minimum of three GCSEs grades A – C, or equivalent, including English Language. 	<ul style="list-style-type: none"> Evidence of Continuing Professional Development (CPD)
Knowledge/ Experience:	
<u>Essential</u>	<u>Desirable</u>
<ul style="list-style-type: none"> Knowledge of statutory and charitable support available across the military sector and its challenges. Experience in use of databases, i.e. retrieval, interpretation and actioning of data/correspondence. Particularly CRM systems Previous experience of dealing with welfare needs and dealing with difficult or vulnerable clients Previous administrative experience, including data entry, with high attention to detail around data recording. Excellent IT knowledge, including Outlook, Word, Excel and electronic filing systems and client/customer databases. 	<ul style="list-style-type: none"> Previous experience of working within a welfare organisation. A good understanding of the charitable sector and to where people can be referred for support. RAF knowledge / experience. An understanding of the need for empathetic approaches to vulnerable people
Other Requirements:	
<ul style="list-style-type: none"> Basic 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: