

JOB PROFILE			
Role:	Housing and Care Executive (Maternity Cover)	Date profile last reviewed:	December 2020
Name:		Reports to:	Head of Housing & Assurance
<p>1. MAIN SUMMARY OF ROLE:</p> <p>Managing and executing, with other Housing and Care Executives, all aspects of charitable assistance from the RAF Benevolent Fund concerned with housing matters, the administration of loans, funding of residential and / or domiciliary care and equipment. Provision of support, help and advice to enquirers who need assistance to maintain independence with safety and dignity in daily living.</p> <ul style="list-style-type: none"> • Processing applications for financial assistance associated with housing repairs & adaptations from former members of the Royal Air Force, their widows and other dependants. • Processing applications for financial assistance associated with residential and domiciliary care and / or equipment (including electronically powered mobility vehicles (EPVs) and wheel chairs) from former members of the Royal Air Force, their widows and other dependants • Managing casework through Main/Small Grants Committees and within their delegated authority. • Primary administration of loan applications and the securing and discharge processes. 			
<p>2. KEY RESPONSIBILITIES:</p> <p><i>The position of Housing and Care Executive has wide professional and administrative responsibilities. Key tasks include the following:</i></p> <ol style="list-style-type: none"> 1) Responding to initial contacts from applicants either by telephone, letter or email, arranging a home visit by a voluntary caseworking organisation, and where appropriate, the submission of an application form. 2) Acquiring 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. 3) Responding to oral or written queries from government departments, the public, potential applicants, helper organisations and charities, informing Head of Housing & Assurance/Director Welfare as necessary. 4) 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. 5) Processing of applications for financial assistance with house repairs, adaptations or improvement, ensuring that all information necessary to enable Committees to form a proper judgement is available, resolving anomalies and rectifying omissions and errors as necessary. 6) 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. 7) 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. This also includes processing of applications for short term respite breaks and WINGS breaks. 8) 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. 			

- 9) Liaising with public authorities on the level of support obtainable to beneficiaries. Wherever practicable, assisting and advising caseworkers to undertake such enquiries on behalf of the Fund. Referring applications to the Benefits and Advocacy team before consideration by Committee or where there is a concern that level of state support might be below entitlement.
- 10) By using personal, delegated financial authority, authorising expenditure within the agreed budgetary limits of up to £3,500 for welfare cases.
 - Where this is inadequate or where Fund policies require that the case be considered by the Small Grants or Main Grants Committee, preparing the case for consideration by the relevant committee.
 - Where appropriate, seeking additional contributions from other charities.
 - Notifying Helper and applicant of outcomes.
 - Arranging payment of grants or loans via Helper or direct to (Homes/Social Services/solicitor/beneficiary according to the requirements of the case)
- 11) Preparing and dispatching all correspondence arising from these decisions to ensure that Fund assistance awarded is disbursed without delay in accordance with Fund policies.
- 12) The securing, review and redemption of loans, executing Deeds of Postponement and loan transfers. The management of loan health checks with specific reference to assessment of affordable repayment levels and pursuit of serial arrears
- 13) Advising beneficiaries and caseworkers on housing matters including repairs and adaptations, and clarifying issues related to loans and mortgages.
- 14) Actively maintaining and updating accurate computer records including creating payments utilising CARE and Filehold, including a statistical record of caseload for use in case presentation and for recording decisions.
- 15) Undertaking other tasks not related to specific casework as directed by Head of Housing & Assurance / Head of respite and Care / Director Welfare.

3. DEVELOPMENTAL OBJECTIVES:

- 1) Visits to related welfare organisations.
- 2) Progressive acquisition of appropriate specialist knowledge through structured training.
- 3) Development of practices that assist the Fund's objective of paperless working

4. COMPETENCIES REQUIRED FOR THE ROLE:

Essential

- Deciding and Initiating Action – making prompt, clear decisions involving difficult assessments, working under own direction
- Analysing - analysing data, probing for further information and making rational judgements from the available information and analysis
- Presenting and Communicating information – speaking clearly and fluently, expressing key points, projecting credibility and undertaking presentations with skill and confidence
- Writing and reporting – writing clearly and succinctly, in a well-structured and logical way
- Applying expertise and technology – applying specialist knowledge and developing expertise through continual professional development
- Planning and Organising – managing time effectively, meeting deadlines and prioritising workload

Desirable

- Relating and Networking - establishing good relationships with colleagues, beneficiaries and external contacts, relating well to people at all levels
- Adapting and responding to change – demonstrating flexibility in adapting to changing circumstances, accepting new ideas
- Achieving personal work goals and objectives – accepting and tackling goals with enthusiasm and demonstrating a strong work ethic

QUALIFICATION(S), KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED FOR THE ROLE

5. Academic / Professional Qualification(s) or equivalent:

Essential

- Educated to A level standard (grades A to C) or equivalent

Desirable

- Evidence of Continuing Professional Development (CPD)
- Health & Social Care qualification

6. Knowledge / Experience:

Essential

- Significant experience of grant making within a welfare environment
- Excellent IT knowledge, including Outlook, Word and Excel
- Experience of working within a case management system

Desirable

- Working knowledge of the RAF.
- Working knowledge of the State Benefits system.
- Housing or Property Maintenance background.
- Experience of working with Community Care legislation and Welfare rights
- Knowledge and experience of mobility aids and equipment, including statutory entitlements

7. Skills / Abilities:

Essential

- Excellent communication skills, both oral and written, including a sympathetic and practical telephone manner.
- Excellent administration and organisational skills.
- Excellent analytical skills with the ability to sympathetically discern between those matters essential to case development as distinct from matters of only peripheral relevance.
- Emotional intelligence – able to get others to do willingly and well what is required, with an emphasis on team working
- Flexibility to change/resilience

Desirable

- Ability to prioritise workload.
- Ability to produce own correspondence.
- A flexible approach to work, colleagues and change initiatives.
- Demonstrable presentation skills.

8. Other Requirements:

- To carry out any other duties that are within the scope of the job as requested by Head of Housing and Assurance.
- Required to undergo a Disclosure Barring Service 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: Em Rogers

Date: January 2021

