

JOB PROFILE			
Role:	Welfare Benefits Executive	Date profile last reviewed:	June 2017
Name:		Reports to:	Head of Individual Grants

## 1. MAIN SUMMARY OF ROLE:

To work as part of a team within the Individual Grants department, providing a specialist service for the RAF community to ensure income, particularly statutory benefit entitlement, is maximised by those seeking assistance from the Fund.

## 2. KEY RESPONSIBILITIES:

1. Assessing applications for welfare assistance received from beneficiaries of the Fund, specifically in relation to identifying benefit entitlement, and maintaining a caseload, providing assistance to beneficiaries with accessing and retaining entitlements.
2. Working in conjunction with the existing Welfare Benefits Executive to provide advice and assistance with maximising general income among beneficiaries and those seeking assistance from the Fund.
3. Providing advice and guidance regarding welfare benefits and income maximisation matters to beneficiaries, caseworking organisations and staff, including the development and maintenance of various publications and information materials.
4. Assisting Welfare Executive colleagues by ensuring that all information necessary is available to enable a proper judgement to be made in relation to applications for financial assistance, identifying entitlement to statutory support and other sources of income, resolving anomalies and rectifying omissions and errors as necessary.
5. Liaising with public authorities as necessary on support available to beneficiaries, including providing written and oral representation where appropriate. Wherever practicable advising and assisting caseworkers to undertake such enquiries on behalf of the Fund.
6. Building relationships with caseworking organisations and stakeholders, promoting the service available and arranging referral mechanisms.
7. Developing and maintaining a databank of relevant organisations for onward referral that can provide local assistance where appropriate.
8. Contributing to Fund policy in relation to welfare benefits and income maximisation issues.
9. Preparing and updating computer records for all cases detailing the advice and assistance provided, updating the relevant case management systems and maintaining records of outcomes.
10. Producing and submitting regular reports to measure the outputs and outcomes of the service, as well as data to measure the impact of the service

11. Taking a proactive approach in continuing to display an up to date specialist knowledge of state benefits and income maximisation, and providing training and updates to welfare staff.
12. Contributing to maintaining and increasing the profile of the Fund, providing presentations and briefings to external audiences as required.
13. Providing cover for colleagues within General Welfare when necessary, authorising expenditure within agreed policies and limits of up to £3000 for welfare cases.
14. Undertaking any tasks not necessarily related to specific casework as directed by Head of Individual Grants/Director Welfare & Policy.

### 3. DEVELOPMENTAL OBJECTIVES:

- 1) Progressive acquisition of appropriate specialist knowledge through structured training.
- 2) Visits to related welfare organisations.

### 4. PERSON SPECIFICATION

#### Qualifications

<b><i>Essential</i></b>	<b><i>Desirable</i></b>
Degree level qualification or equivalent level of professional experience or qualifications	Law degree or equivalent
Evidence of specialist welfare benefits training	Evidence of Continuing Professional Development (CPD)

#### Knowledge / Experience

<b><i>Essential</i></b>	<b><i>Desirable</i></b>
Thorough knowledge of welfare benefits, tax credits and current welfare reforms and experience of carrying out benefit calculations	Experience of tribunal representation
Relevant recent experience of providing advice and assistance on welfare benefit and wider income-maximisation areas via a variety of channels	Experience of grant making within a welfare environment
Ability to work effectively under pressure and without close supervision	
Excellent IT knowledge, including Outlook, Word, Excel and significant experience of working within a case management system	Knowledge / experience of the RAF
Experience of leading / coordinating initiatives or projects	Working knowledge of PowerPoint and experience of delivering presentations

	Knowledge / experience in general welfare matters, including debt, housing and care.

### Competencies

<b>Essential</b>	<b>Desirable</b>
Deciding and Initiating Action – making prompt, clear decisions involving difficult assessments, working under own direction	Adapting and responding to change – demonstrating flexibility in adapting to changing circumstances, accepting new ideas
Relating and Networking - establishing good relationships with colleagues, beneficiaries and external contacts, relating well to people at all levels	Achieving personal work goals and objectives – accepting and tackling goals with enthusiasm and demonstrating a strong work ethic
Persuading and influencing – 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	

### **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:

### **General Information:**

#### **Smoking**

The RAF Benevolent Fund has a no-smoking policy.

### **Equal Opportunities**

You are required to comply with the Fund's Equal Opportunities Policy and ensure that employees receive equal treatment at all times.

### **Health and Safety**

You must discharge your responsibilities under the Health and Safety at Work Act 1974 and take reasonable care for your own health and safety and that of others. You must also ensure that agreed safety procedures are carried out to maintain a safe environment for employees and visitors.

### **Confidentiality**

You are subject to the Data Protection Act 1998 and must not disclose confidential information, particularly that relating to employees, beneficiaries and their records. You are also responsible for the accuracy and integrity of any information which you enter. You must not use personal data held by the Fund for any unauthorised purpose nor disclose such data to a third party. You must not make any disclosure to any unauthorised person or use any confidential information relating to the business affairs of the Fund, unless expressly authorised to do so by Head of Secretariat who is the Data Protection Officer.

### **Risk Management**

The Trustees of the Fund have adopted a policy of risk management which accords with Charity Commission requirements. Risk management is the responsibility of each member of staff.

Suggestions that might assist the Fund in meeting its objectives in a pragmatic and cost-effective way should be directed to your line manager or the Fund's Risk Review Co-ordinator.

### **Conflict of Interests**

You may not, without the consent of the Fund, engage in any outside employment. In accordance with the Staff Handbook, you must declare to your line manager any private interest or voluntary/public duties which could potentially result in personal gain as a consequence of your employment with the Fund. Interests that might appear to be in conflict should also be declared.

### **Place of Work**

You may be required to work on the Fund's alternative sites from time to time and to travel as part of the role.

### **Review**

This job profile is intended as a basic guide to the scope and responsibilities of your post and is not exhaustive. It will be subject to regular review and amendment as necessary in consultation with you.