JOB PROFILE: WELFARE SUPPORT EXECUTIVE

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

MAIN SUMMARY OF ROLE:

1. To support the Fund's caseworking function by assessing the welfare needs of members of the RAF Family, completing applications, providing recommendations on support to Welfare Executives, and supporting beneficiaries to access to statutory welfare support and support from other appropriate charities.
2. To support the Head of Contact and Casework and Area Director in the development and maintenance of positive links with key statutory and voluntary sector organisations across your region, promoting awareness of the RAF Benevolent Fund and encouraging these organisations to refer eligible members of the RAF Family in need of welfare support to the Fund's helpline.

KEY ACCOUNTABILITIES/RESPONSIBILITIES:

- 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.
- 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 sometimes challenging welfare needs.
- Developing action plans with each beneficiary, identifying appropriate support from within both the RAF Benevolent Fund but also the wider statutory and military charity sector ensuring that support is made available in an integrated way that best meets the beneficiaries needs.
- 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.
- 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.
- Maintain up to date, concise and confidential, electronic beneficiary case notes and records in the format, style and location(s) required by the Fund.
- Raise the profile of the RAF Benevolent Fund and the support it can offer to the RAF Family by working with the Area Director to engage key stakeholders in the public and charity sectors through meetings, presentations and roadshow type events.

COMPETENCIES REQUIRED FOR THE ROLE

Essential	Desirable
• Writing and reporting • Analysing	• Relating & Networking • Adhering to Principles and Values

• Coping with Pressures and Setbacks • Working with People • Planning and Organising • Following instructions and procedures	

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

Academic or Professional Qualifications (or equivalent):

Essential	Desirable
• A good level of general education - minimum of three A-Levels or equivalent.	• Evidence of Continuing Professional Development (CPD)

Knowledge/ Experience:

Essential	Desirable
• Experience of supporting people to address their welfare needs using assessment and case management. • Experience of delivering welfare services within a charitable organisation or the RAF. • Demonstrable knowledge of social and welfare issues affecting the ex-Service community. • 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-centered approach to welfare service delivery.	• Experience of working with older and/or vulnerable people. • Experience of having served in the Royal Air Force. • Experience of gathering information and presenting to groups of people. • Knowledge of the veteran's welfare charity sector. • Demonstrable knowledge of social and welfare issues affecting the ex-Service community.

Other Requirements:

- Satisfactory Enhanced Disclosure & Barring Service (DBS) check
- Travel to other Fund and UK locations (as appropriate).
- You will be community based, working from home covering the South Wales region.
- Occasionally 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. Occasional travel to our head office in London; you should expect to undertake regular travel to London during the first six months of the role.

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: