



JOB SUMMARY AND PERSON SPECIFICATION

Job Title: Case Management Administrator
Reports to: Operational Manager, Case Management
Based at: Remote / Home based.
Hours: 21 hours per week

Job Purpose	Deliver effective coordination of the services offered by the Case Management Team
Accountabilities	<ul style="list-style-type: none"> • Feedback to Case Management & Safeguarding Operational Managers to support smooth running of the service. • Manage the incoming emails requesting support. • Building and maintaining successful internal working relationships with other managed support services. • Ensuring GDPR compliance in all areas of work. • Responsibility for initial contact into the service when a case is allocated. • Support the management team with service protocol. • Ensuring compliance with all policies.
Main Responsibilities	<ul style="list-style-type: none"> • Accept and process initial referrals into Case Management. • Make initial contact with veterans and families to schedule initial assessments. • Be aware of Safeguarding and how to raise a concern. • Arranging transport and accommodation for all the team. • Coordinate and support Operational Managers with ongoing supervision of caseload admin. • Record data and information on our internal systems (Eclipse), making sure it compliant with GDPR. • Support planned projects and strategies using a variety of office systems, including but not limited to collation of statistics, data and spread sheets, minute taking and data reporting. • Update procedures by analysing operating practices and adapting to new business needs, as instructed by management team. • Ensure effective, accurate and timely production of documents, briefing papers, reports, and presentations.

	<ul style="list-style-type: none"> • Liaise with internal staff and external organisations regards the booking of meetings, training rooms and catering where required. • Support colleagues at community events where appropriate. • Coordination and organisation of regional and national meetings, including agenda and minutes. • Additional duties as identified.
Essential knowledge, skills, and experience	<ul style="list-style-type: none"> • Demonstrate excellent and current IT skills, especially Microsoft Office. • High levels of integrity, confidentiality, discretion, and commitment. • Multi-tasking aptitude. • First rate interpersonal, written and communication skills. • Excellent task management and organisational skills. • Ability to work under pressure. • Ability to communicate and liaise with senior management. • Ability to work as part of a team and show initiative to work independently. • Ability to maintain professional boundaries. • Enhanced DBS check, due to working with vulnerable veterans and their families.
Desirable knowledge, skills, and experience	<ul style="list-style-type: none"> • Understanding of military environment. • City and Guilds, or equivalent, qualification in Administration.
Key Competencies and Behaviour	<ul style="list-style-type: none"> • Confident and polite manner. • Ability to build rapport to understand the needs, wants and expectations. • Have a positive and empathetic manner. • Managing challenging situations in a proper manner. • Ability to remain calm and professional under pressure. • Respond quickly to challenging demands and demonstrate strong time management skills. • Be able to work with minimal direction. • Analyse information quickly and communicate in a concise and articulate manner. • Well, organised with the ability to prioritise. • Diligence in all aspects of work. • Demonstrate and ability to work as part of a team and be a flexible collaborator. • Initiative-taking • Flexible travel with occasional and planned overnight stays. • Flexible re hours of work.
Help for Heroes Values	<ul style="list-style-type: none"> • Innovative, Collaborative, Authentic, Resourceful, Energetic

I have read and understood the Job Description.

PRINT NAME

SIGN NAME

DATE