



JOB DESCRIPTION

Job Title: Welfare Caseworker
Department: Beneficiary Services
Reports To: Welfare Manager
Location: Charity Wide

Role Purpose

To provide welfare advice, information and support services to the Fire & Rescue Community. To carry out assessments of need and implement cost effective solutions to meet beneficiary need and improve quality of life.

Outcomes

1. Holistic needs assessments inform decision making and are used alongside agreed criteria to identify and implement cost effective solutions to meet beneficiary need. Statutory provision is maximised and match funding opportunities explored
2. Beneficiary support plans are developed, implemented and evaluated in partnership with the individual. Support plans are outcome focused and time limited.
3. The beneficiary remains at the heart of service delivery. Integrated ways of working are evident, with the multi professional team working in partnership with the beneficiary to identify solutions to meet their individual needs.
4. The overall beneficiary experience is positive and beneficiaries receive advice and support which improves their quality of life. Support is outcome focused and personalised to meet individual needs.
5. A consistent approach is used in the management of beneficiary cases. Cases are managed in a timely, cost effective and efficient manner. Face to face home visits are carried out where requested and where there is an identified need.
6. Advice and information provided to beneficiaries is current, relevant and informed by best practice and evidence.
7. Welfare services are delivered within the governance framework of the FFC and comply with organisational, regulatory and professional requirements.
8. Welfare Caseworkers work cohesively with their peers to ensure there is consistency in approach across the organisation and services are delivered in an effective and efficient manner.
9. Volunteers work within the agreed framework, understand the remit of their role, and feel supported and valued.

10. The effectiveness of the welfare service is known. Outcomes and experience measures are applied consistently and data is collected to evidence short and long-term impact

Financial Structure

This role has no budgetary responsibility or purchasing authority

Financial expenditure authority levels as agreed for this level of post.

Beneficiaries

Day to day supervision of Volunteer Home Visitors

External organisations

Person Specification

Skills, Knowledge and Experience

Experience of working within an adult social care / welfare setting with a broad knowledge and skill base

Working knowledge of welfare benefits, social care legislation, regulations and guidance and statutory provision. Evidence of application in a practical setting

Knowledge of the principles of data protection, confidentiality and recordkeeping.

Excellent organisational skills with the ability to prioritise workload

Demonstrable ability to communicate effectively with people at all levels both verbally and in writing, together with sound judgment skills.

IT competent, able to use standard Microsoft packages and Customer Relationship Management / Electronic Recordkeeping Systems

Experience of data collection (outcome and experience measures)

Ability to work unsupervised as well as part of a multi professional team.

Ability to travel and occasional overnight stays as required

Qualifications / Professional Memberships

NVQ Level 3 in Advice and Guidance or Health and Social Care for adults (or equivalent)

Evidence of current continuing professional development appropriate to the role

Job Description Authorised by:

Name: Sharon Bailey

Job Title: Director of Beneficiary Services

Date: July 2018