



JOB DESCRIPTION

Job title:	Welfare Caseworker
Department:	Services
Accountable to:	Welfare Services Manager
Location:	Fire Fighters Charity Centre Location (Littlehampton, Chudleigh, Penrith, Basingstoke) or Home Based
Hours:	Full Time, 37.5hrs per week

Role purpose

The Welfare Team provides information, advice, practical support and advocacy to Service Users (serving and retired fire and rescue service personnel and their dependents).

As a Welfare Caseworker you will be responsible for managing a case load of service users who approach the Charity for support. This may include service users seeking support for financial hardship, the provision of home aids and adaptations to support independent living, as well as advice and information relating to debt, social care, welfare benefits, and statutory funding.

As a Welfare Caseworker you will work in partnership with service users to understand the challenges they are facing and what support they may need. This includes assessment of need (including financial assessment), risk assessment and the development / implementation of support plans and solutions to meet need.

As a Welfare Caseworker you will also play a role in supporting services users to access Rest and Recharge breaks, including assessment of their needs, in line with agreed inclusion and exclusion criteria, and facilitating referrals to other Charity services as appropriate.

Your role will involve maintaining meticulous documentation, ensuring excellent and clear communication with service users and other professionals, and facilitating seamless referrals to appropriate service pathways both internally and externally.

The key aspects to this role are:

Welfare Case Management

- Manage a case load of service users, providing outcome focused and personalised welfare support to meet individual needs.
- Carry out comprehensive assessments with service users to understand their needs and identify solutions to meet individual need.
- Advocating on behalf of the service user with external agencies when appropriate
- Ensuring regular communication and follow up with service users, ensuring all interactions are documented.
- Carrying out home visits as required to undertake needs assessments.

Advice, Information and signposting

- Provide up to date and evidenced based welfare-benefits advice and information to service users, offering support as required to complete application paperwork. Signpost to other agencies as required.

Rest and Recharge

- Assess the needs of service users applying for residential Rest and Recharge stays, in line with agreed inclusion and exclusion criteria.
- Facilitate referrals to other Charity services as appropriate.

Key Relationships

- Welfare Services Lead
- Welfare Caseworkers
- Assessment Practitioners and Manager
- Clinical Service Practitioners and Leads
- Community Development Lead
- Estates and Facilities Administration

Main areas of responsibility

Welfare Case Management

- Work in partnership with service users to understand their needs, identify and implement cost effective solutions to meet need.
- Use agreed criteria to inform decision making, ensuring statutory provision is maximised and match funding opportunities explored.
- In partnership with the service user develop, implement and evaluate support plans. Ensure support plans are outcome focused and time limited.
- Work with multi-professional team, and other professionals and external organizations, including local authority, statutory and voluntary agencies, to ensure service users receive the appropriate support
- To advocate on behalf of the service user with external agencies when appropriate.
- Ensure risks to service users are mitigated and managed through the process of triage, effective interaction with the service user and any other relevant practitioner both internal and external to the Charity.
- Ensure any potential safeguarding concerns are identified and addressed.
- Ensure Service users consistently receive compassionate, integrated and person-centred support, ensuring a positive overall experience.
- Ensure welfare cases are managed in a timely, cost effective and efficient manner.

Advice, Information and signposting

- Provide welfare-benefits advice and information to service users, offering support as required to complete application paperwork.
- Ensure clear and effective communication with all members of the team and the wider multi-professional team to facilitate seamless service delivery.

Home Visits

- Carry out face to face-to-face home visits as required where there is an identified need.
- Where appropriate work with registered volunteers (home visitors) to facilitate visits

Rest and Recharge Applications

- Assess the needs of service users applying for residential Rest and Recharge stays, in line with agreed inclusion and exclusion criteria.

Record keeping and administration

- Maintain accurate records, documenting relevant information, conversations, decisions and supporting rationale.
- Adhere to data protection and confidentiality protocols in handling sensitive beneficiary information.

General

In addition to the specific duties and responsibilities outlined in this job description, all Fire Fighters Charity employees should be aware of their specific responsibilities towards the following:

- Fire Fighters Charity is committed to diversity, equity, inclusion and belonging and is working toward building a culture and environment where everyone in our community feels welcome, accepted, respected and that they belong.
- Fire Fighters Charity is committed to encouraging volunteering throughout the organisation and as such the post holder will be expected to support and respect volunteers, and may be asked to work alongside or supervise a volunteer as part of their role
- Demonstrate a commitment to our values and behaviours
- Adhere to all health and safety and fire regulations and to co-operate with the charity in maintaining good standards of health and safety
- Always Adhere to all Fire Fighters Charity policies and procedures
- Uphold ethical and professional standards and not behave in a manner that is likely to bring the charity into disrepute
- Demonstrate a commitment to ongoing registration requirements or any national professional or occupational standards associated with the role
- Demonstrate a commitment to ongoing learning and development and to participate in any training relevant to the role

This job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of the charity at any time after discussion with the post holder.

PERSON SPECIFICATION

Criteria	
Experience	<ul style="list-style-type: none"> • Previous experience 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 • Demonstrated experience in maintaining accurate and confidential records, ensuring compliance with data protection regulations. • Experience of data collection (outcome and experience measures) • NVQ Level 3 in Advice and Guidance or Health and Social Care for adults (or equivalent)
Skills / Abilities	<ul style="list-style-type: none"> • Ability to communicate clearly and empathetically with beneficiaries and stakeholders, both verbally and in writing. • Attention to detail with the ability to maintain accurate records and manage multiple tasks efficiently. • Proficiency in using Microsoft Office Suite and familiarity with Customer Relationship Management (CRM) / Case Management systems. • A compassionate approach to supporting service users and stakeholders, demonstrating empathy and respect in all interactions. • Ability to adapt to changing priorities and work independently while adhering to organizational guidelines and policies. • Ability to work independently as well as part of a multidisciplinary team, contributing to team goals and service improvements. • Ability to adapt to changing priorities and work independently while adhering to organisational guidelines and policies. • Evidence of commitment to continuous professional development, including relevant training and certifications. • Ability to travel and occasional overnight stays as required.

Where appropriate, reasonable adjustments to these criteria will be considered to accommodate personal circumstances such as disabilities