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**OUTREACH CASEWORKER JOB DESCRIPTION**

**Job Title** **Outreach Caseworker – South West**

**Reports to** **Head of Welfare and Senior Caseworkers**

**Purpose of role** **To provide support and advice to eligible individuals in line with the policies of the Naval Children’s Charity**

**Key Tasks and Responsibilities**

As a new Caseworker role in the South West area the initial priorities will be:

* To establish and develop relationships within the Royal Navy Chain of Command and divisional system, other local support organisations and charities, fostering collaboration and partnership working.
* To raise awareness of the Naval Children’s Charity by regularly interacting with the community to identify beneficiaries and increase the knowledge of support available to the Royal Navy community (serving and veteran).

Caseworkers provide support and advice to eligible individuals in line with the policies of the Naval Children’s Charity. They work closely with other organisations to ensure that children and families receive appropriate and prompt support.

The role of caseworker is to assess the needs of the children and family and provide recommendations and support for appropriate assistance to the Head of Welfare and CEO. This includes financial assistance for welfare needs, advice and support to families in the management of personal affairs and finances, and assessment of child specific needs. Caseworkers should be empathetic and non-judgmental.

The role of this Outreach Caseworker is to primarily focus on beneficiaries in the South West of England and includes interaction within the community, developing relationships with local support organisations, other charities and communities to ensure that the support of the Naval Children’s Charity is widely disseminated.

Caseworkers will receive induction training both in house and externally to include use of the bespoke CMS (Casework Management System) used by the Armed Forces Charity Sector. The role is subject to DBS checking. It will require some home visits and travel around the UK.

**Specifics of Role**

* Reports to the Head of Welfare and Senior Caseworkers
* Ensure confidential handling of all information concerning beneficiaries in accordance with the Naval Children’s Charity’s confidentiality and data protection policies.
* Deal with enquiries and correspondence from beneficiaries.
* Liaise with external caseworkers from SSAFA, RN FPS and other organisations to ensure comprehensive casework is carried out on all beneficiaries.
* Establish a relationship of trust with beneficiaries. Offer advice and guidance including relationship, bereavement, family counselling and sign posting where appropriate both by telephone and in person when appropriate.
* Investigate applications for grants and, following assessment, produce recommendations for the Head of Welfare/CEO and Welfare Committee.
* Carry out home visits with beneficiaries as required – this role will involve regular travel throughout the South West area.
* Investigate beneficiary entitlement to statutory funds, advise of other possible sources of charitable funding and, with the beneficiaries’ consent, refer to other charities to almonise with them to provide a package of care for the beneficiary.
* Keep thorough, confidential and systematic records of all matters concerning enquiries, applications, and grant awards in line with the Data Protection Policy of the Naval Children’s Charity
* Prepare and present information and statistics for the Head of Welfare for presentation to the Welfare Committee and Main Board.
* Negotiate care packages and bursaries for children, especially where there are special needs or physical/mental health difficulties.
* Identify community projects for development by the Head of Programmes and Funding and Volunteer, Community and Digital Marketing Lead
* Be prepared to deliver or support the Head of Welfare during presentations about the Charity to interested parties and organisations. Seek opportunities to encourage other organisations to work proactively with beneficiaries.
* Keep abreast of developments on legislation, childcare issues and the benefits system and have an awareness of the MoD allowance system.
* Regularly update personal training and skills.
* Such other relevant duties as may be assigned from time to time.

**PERSON SPECIFICATION**

**EXPERIENCE**

Professional experience as a Caseworker/Family Support Worker/Social Worker

A qualification or evidence of previous experience of working with Serving Personnel/Veterans/Children in a support capacity.

Detailed and current knowledge of the benefits system

Knowledge and skills commensurate with role to include:

* Empathetic nature
* Excellent communication skills
* Attention to detail
* To work as part of a team as well as on own initiative
* Self-motivated and disciplined
* IT literate and with knowledge of MS Office 365 and Teams. Training will be provided on our database and case management systems.

In possession of a full UK driving licence with access to own vehicle.

**General**

* Policies and procedures – to work with good governance and compliance, in line with the NCC’s policies
* Best practice – adhere to the highest standards of best practice and relevant legislation
* Confidentiality – maintain strict confidentiality of information
* Flexibility – a willingness to work outside office hours, travel and make overnight stays on occasion when required
* Working in a small team – a hands on and can do attitude

Subject to confirmation, the place of work be Lympstone, utilising an office space at the Gordon Messenger Centre. The role will involve regular travel to Culdrose, Plymouth, Taunton, Chivenor and other areas across the South West and remote working from Head Office in Portsmouth. Attendance at events and activities at other locations in the UK, regular visits to Head Office and remote attendance at Team meetings will be required.

*Salary - £35,000 per annum*

*35 hours per week, flexible hours however office hours are 0830 – 1600 Monday to Friday, some remote /hybrid working and role will involve time out of the office on a regular basis, in the South West area and around the UK regularly. DBS checks required for role.*

*Pension matched 7.5% Govt NEST scheme, Benenden Health employee welfare scheme, Death in Service  
insurance, 30 days holiday per year plus bank holidays and between Christmas and New Year  
(discretionary), SSP at start of service, incremental increases on length of service.*

**The tasks listed in this job description are not designed to be exhaustive and may vary from time to time  
according to the needs of the organisation. This document will be reviewed in consultation with the post  
holder as the role and services provided by the organisation develop.**

The Naval Children’s Charity is committed to safeguarding and promoting the welfare of children, young  
people and vulnerable adults and expects all staff and associated professionals to share this  
commitment.

**Applications:**

**Using application form, return to** [**sara.smith@navalchildrenscharity.org.uk**](mailto:sara.smith@navalchildrenscharity.org.uk)

**Closing date: 4th September 2023**

**Interviews: 12th September 2023 at the Gordon Messenger Centre, Lympstone - TBC**