

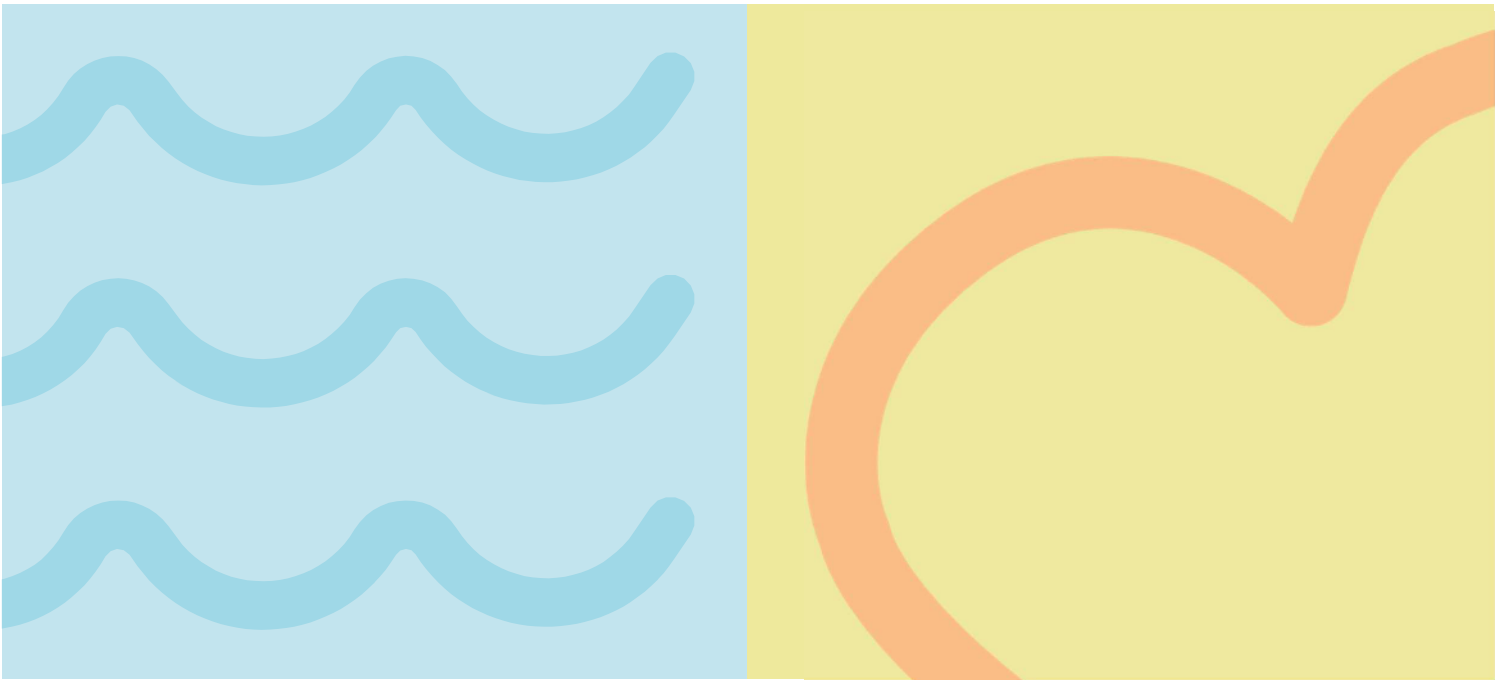


Candidate recruitment pack

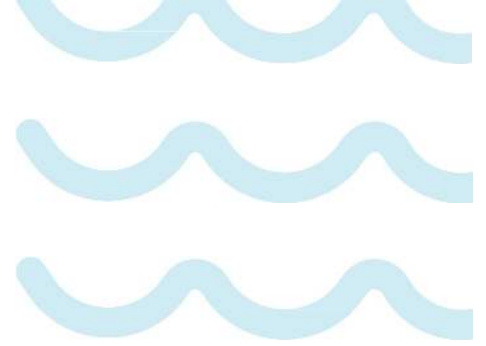
Join us in improving the wellbeing and development of our Naval children and young people.

Our Vacancies:

Triage Caseworker



Foreword



Dear Candidate,

I would like to thank you for considering applying for one of our exciting vacancies at the Naval Children's Charity. Hopefully this Candidate Recruitment Pack will be helpful in supporting you to find out more about us as an organisation, and potential new employer. It includes some encouragement to get in touch and have a conversation with us if you are thinking about applying, and details on the application and recruitment process itself. We would love to hear from you, please give us the opportunity to showcase to you why we could be a great next step in your career.

This is a great time to join the Naval Children's Charity. We have changed and grown significantly over the past few years, despite the challenges of the pandemic and other global stressors. We have redefined our Mission and Vision and our Team have worked hard to develop our work culture and how we can best support our children and young people.

Part of our new strategy is to put the voice of the Naval child/young person at the heart of what we do. Our new Youth Council are really helping us develop our support offer and ensure that we are hearing and meeting their needs.

We aim to provide a consistent, fair and inclusive application process which is why we ask you to fill out an application form. We do want to get to know you as a person as part of this process so please tell us as much as possible about yourself.

We are currently a Bronze Award member of the Armed Forces Covenant's Employer Recognition Scheme. We are Armed Forces friendly and welcome applications from reservists, veterans, military spouses and partners.

We look forward to hearing from you.

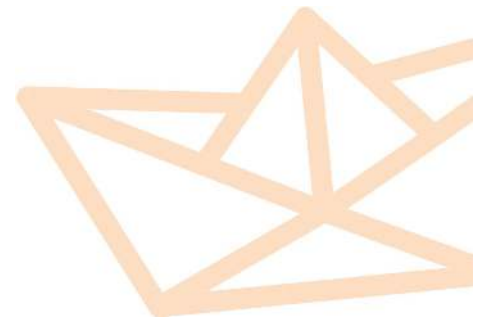


Clare Scherer MBE

CEO, Naval Children's Charity



About us



The Naval Children's Charity (NCC) are dedicated to improving the wellbeing and development of Naval children and young people.

We provide a wealth of support, guidance and resources to help dependant children (up to and including the age of 25) whose parents/guardians serve or have served in the Royal Navy and who are in need, hardship or distress. With a team of caseworkers in Portsmouth, Helensburgh and Plymouth, we offer financial assistance, free resources and a range of opportunities to address the challenges that children and young people face as a result of their parents' service.

2025 saw us celebrating our Bicentenary. 200 years since the first orphanage was opened in Portsmouth. We are so proud of our rich heritage and working together to ensure we continue to evolve and respond to the challenges that our children and young people face.

We have a long history of Royal Patronage and deeply proud that this continues with HRH The Princess Royal picking up this role in 2025.



Our mission

To support the wellbeing and development of children and young people from Royal Navy and Royal Marines families, serving and veteran, in recognition of the unique situations they and their families face.



Our vision

That every Royal Navy and Royal Marines child and young person has their spirit and talent unlocked, giving them a brighter future and helping them to realise their full potential.



Our values

- Collaborative
- Trusted
- Empathetic
- Children and young people at the heart of what we do.



What we do

Wellbeing and development support for children and young people.



Support for Parents/Carers



Advice and guidance



Support and opportunities for children/young people



Mental health



Bereavement



Family breakdown



Disability, illness or injury



Neurodiversity / SEND / ALN



Financial / debt



Advice and guidance



Education



Wellbeing Packs

Vacancies

Triage Caseworker

Salary: £29,000

30 days annual leave, 7.5% matched pension contribution

Full-time, permanent contract

Location: Portsmouth – this is an **OFFICE** based role

Line manager: Senior Triage Caseworker



Job Description

Working as part of the Casework Team, the Triage caseworker will be the first point of contact for beneficiaries seeking support: following the triage process to establish the initial needs; moving forward the requests; and following up once the casework process has been completed. This role will involve assessing the needs of the children and family to provide recommendations for appropriate assistance, including financial assistance for welfare needs, advice, and support to families in the management of finances, and assessment of child specific needs

Key Tasks and Responsibilities

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 for appropriate assistance to the Senior Caseworkers and Senior Leadership Team. 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.

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 may require some home visits and travel around the UK.

Triage:

- To act as the first point of contact to the Casework team for beneficiaries, providing a calm, supportive and professional welcome
- To complete an initial assessment of need by triaging telephone calls, emails and applications received through Mosaic, Lightning Reach and other referral routes.
- Contact families who submit an enquiry through the Charity website or via email
- To use active listening and empathetic communication to build trust and ensure beneficiaries feel heard
- Accurately record beneficiary information in the CRM system, ensuring timely, detailed, and confidential case notes
- Identify urgent or emergency requests for support and escalate to a Senior Caseworker for prioritising
- Provide clear information about available support, signposting, or referrals
- Follow up with beneficiaries once casework has been completed to ascertain impact and any unmet need
- Process day to day invoices and pass to the Senior Leadership Team for payment
- Maintain up-to-date understanding and awareness of the Royal Navy
- Uphold organisational values at all times, conducting work with integrity, professionalism, and compassion.



Casework:

- Deal with enquiries and correspondence from beneficiaries
- Investigate applications for grants and, following assessment, produce recommendations for the Senior Caseworkers, Senior Leadership Team and Grants Committee
- 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 to statutory/external organisations and Armed Forces charities
- 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
- Seek opportunities to encourage other organisations to work proactively with beneficiaries
- Ensure confidential handling of all information concerning beneficiaries in accordance with the Naval Children's Charity's confidentiality and data protection policies
- Keep thorough, confidential and systematic records of all matters concerning enquiries, applications, and grant awards in accordance with the Naval Children's Charity's data protection policies
- Keep abreast of developments in your allocated lead area 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

<p>Essential</p>	<ul style="list-style-type: none"> • Understanding of military life and the impact on serving personnel, veterans and their families • Be able to demonstrate empathy, emotional intelligence, and non-judgmental communication • Evidenced knowledge and experience of charitable and financial support to beneficiary groups • Strong communication, organisational and record keeping skills
<p>Desirable</p>	<ul style="list-style-type: none"> • Confident using IT including Microsoft Office; knowledge of grants or other CRM • Experience of recording information into a CRM (training will be provided) • Familiarity with the Royal Navy and the Service charity sector • Evidence of working effectively in co-operation with other charities and organisations.
<p>Personal qualities</p>	<ul style="list-style-type: none"> • Adherence to NCC's values • Integrity, honesty and professionalism at all times



- Able to treat all people with respect and dignity
- Willing to take responsibility for actions and remain accountable
- A team player

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 Charity. 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.

Next steps

To apply, please complete the application form on our website and submit it alongside a letter/personal statement setting out the values, skills and experience that you have that makes you suitable for this role to Sara Smith, Head of Operations, by the deadlines indicated below.

We hope that this candidate recruitment pack has piqued your interest in joining us and we would actively encourage you to have a pre-application chat if you would like to do so. To arrange please contact Sara Smith, Head of Operations at sara.smith@navalchildrenscharity.org.uk

Deadline for applications	27 th February
In-person interview in Portsmouth	19 th March

Applications will be assessed as they are submitted on a rolling basis so early application is encouraged.

We are committed to finding the best fit for our team and creating a fair, objective recruitment process. Therefore, as part of our selection process, shortlisted candidates will be asked to complete the following assessments provided by Thomas International:

- Personal Profile Analysis (PPA)
- Trait Emotional Intelligence (TEIQue)
- High Potential Trait Indicator (HPTI)

To find out more please visit:

<https://www.thomas.co/assessments/psychometric-assessment-aptitude-tests>





The Naval Children's Charity aims to provide help and support for children and young people who, through personal circumstances, are in need, hardship or distress. Our Vision is to be ready in a changing future to ensure that every deserving and eligible child has information and access to support from the Naval Charity Sector – because a society that has children at its heart is a better society for everyone.

Naval Children's Charity

311 Twyford Avenue, Portsmouth,
United Kingdom

www.navalchildrenscharity.org.uk

02392 639534

Registered CIO: The Naval Children's Charity 1160182 and SC052322 in Scotland.