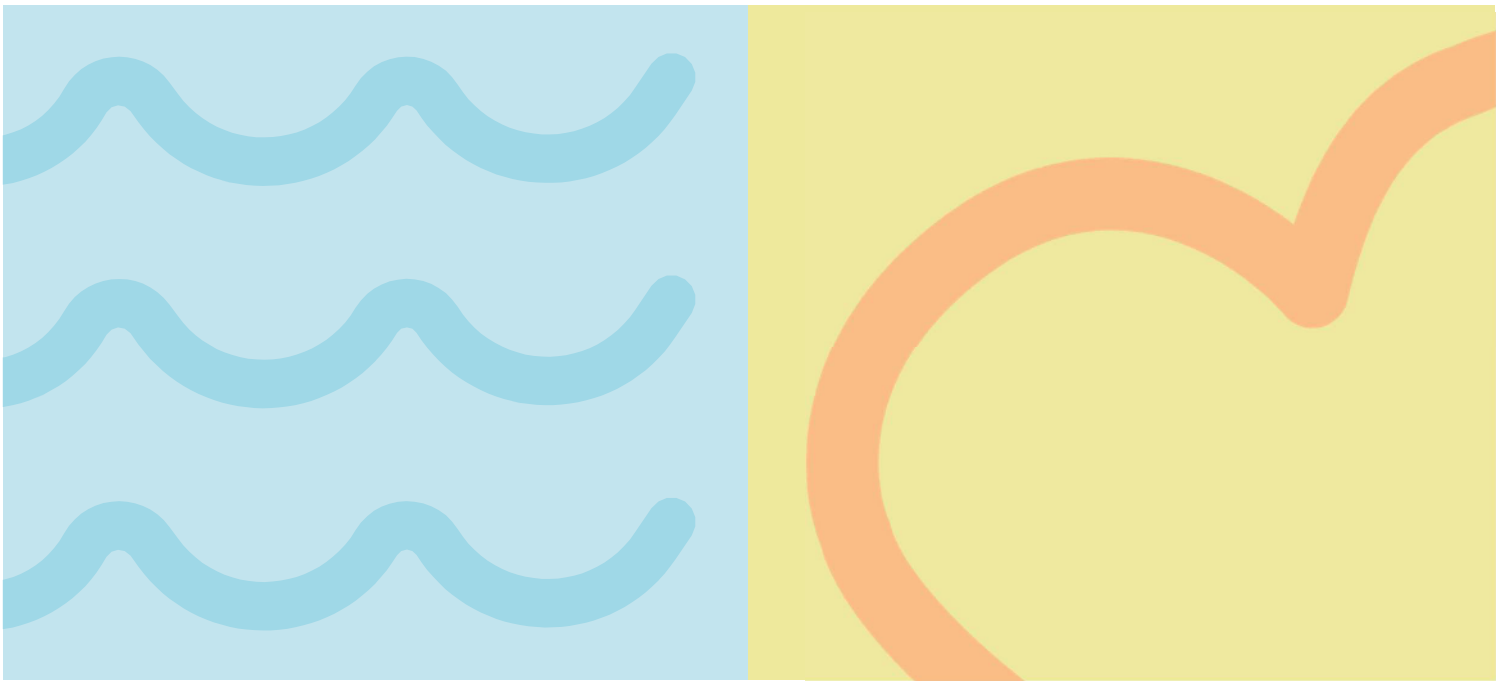
Naval Children's Charity

Candidate recruitment pack

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

Our Vacancies:

Outreach Caseworker Southeast



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 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, Plymouth and Wales, we offer financial assistance, free resources and a range of opportunities to address the challenges that the 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 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

Outreach Caseworker Southeast

Salary: £35,000
30 days annual leave, 7.5% matched pension contribution
Full-time, permanent contract

Location: Portsmouth and Southeast

Line management:

Head of Operations (Strategic & HR line management)
Senior Caseworkers (day-to-day oversight & management of casework).

Job Description

Purpose of role

The Outreach Caseworker will focus primarily on supporting beneficiaries across the Southeast region. The role combines community outreach, partnership development and direct casework to ensure that eligible children and families can access the Naval Children's Charity's support.

Working pattern and travel

This is a full-time role of 35 hours per week, based at the Head Office in Portsmouth. The postholder must be available for weekend work and be able to travel locally, with some longer-distance travel, to attend events across the Southeast region.

Key Tasks and Responsibilities

Core casework support

Caseworkers are often the first point of contact for Naval families facing difficult circumstances. They provide timely support and advice, working closely with partner organisations to help ensure that children and families receive appropriate assistance.

Assessment and recommendations

The Caseworkers assess the needs of children and families by taking time to understand each family's circumstances. They prepare clear recommendations for appropriate assistance for consideration by the Senior Caseworkers, Senior Leadership Team and, where relevant, the Grants Committee. Support may include welfare related financial assistance, guidance for families managing personal affairs and finances, and assessment of child specific needs. All casework must be undertaken with empathy and without judgement.

Comprehensive induction training will be provided internally and externally, including training on the Charity's bespoke CRM systems. Appointment to the role is subject to a satisfactory DBS check.

Outreach Casework:

- Lead regional stakeholder engagement, establishing and maintaining relationships across the Royal Navy divisional system and command, schools, and with local statutory and voluntary-sector partners to strengthen referral pathways and coordinated support.
- Promote awareness of the Naval Children's Charity across the Royal Navy community, proactively identifying potential beneficiaries and improving understanding of eligibility, pathways and the support available.
- Respond to enquiries from beneficiaries and stakeholders, ensuring timely, accurate and professionally recorded correspondence in line with Charity standards and confidentiality requirements.
- Plan and attend external events across the region, including Naval Families Days and establishment and unit events. Responsibilities include:

    - Maintain and update the events calendar to support decisions about Charity attendance.
    - Complete the event checklist, obtain approval for associated costs and secure sign-off from the Head of Operations or CEO.
    - Arrange an appropriate location for the Charity gazebo and ensure it is staffed throughout the event by the postholder and volunteers.
    - Prepare and transport all equipment and materials required for the event.
    - Ensure that all required risk assessments and licenses are in place.
    - Maintain compliance with health and safety requirements throughout the event.
    - Publicise events through the Charity's social media channels and website.
- Undertake home visits where appropriate, informed by need and risk, to support assessment and relationship-building.
- Support other Outreach areas if required.
- Provide regular regional insight and performance reporting (e.g., demand trends, outcomes and emerging risks) to the Head of Operations to inform Grants Committee and Board reporting and strategic decision-making.
- Identify community projects with potential for development by the Project Manager.
- Deliver presentations about the Charity to interested parties and organisations or support the Senior Caseworkers or Head of Operations in doing so.

Casework:

- Respond promptly and professionally to enquiries and correspondence from beneficiaries.
- Investigate grant applications, assess need and prepare clear, evidence based recommendations for the Senior Caseworkers, Senior Leadership Team and Grants Committee.
- Liaise with caseworkers from SSAFA, RN FPS and other organisations to support comprehensive, coordinated casework for beneficiaries.
- Build relationships of trust with beneficiaries. Provide appropriate advice and guidance, including signposting or referral to statutory services, external organisations and Armed Forces charities
- Maintain up-to-date knowledge of relevant legislation, childcare matters and the benefits system, together with an awareness of the Ministry of Defence allowance system.
- Investigate beneficiaries' entitlement to statutory support and advise on other potential sources of charitable funding. With the beneficiary's consent, make referrals and coordinate with other charities to develop an appropriate package of support.
- Identify opportunities for partner organisations to work proactively with beneficiaries.
- Maintain thorough, accurate, confidential and systematic records of enquiries, applications and grant awards, in accordance with the Naval Children's Charity's data protection policies.
- Maintain and develop relevant professional knowledge, training and skills.
- Undertake other relevant duties as reasonably assigned from time to time.

Person specification

Essential skills and experience	• An understanding of military life and its impact on serving personnel, veterans and their families. • Experience of supporting families, assessing needs and producing clear, accurate reports. • Ability to communicate with empathy, emotional intelligence and a non-judgemental approach. • Knowledge and experience of charitable and financial support available to beneficiary groups, including the Government benefits system. • Strong interpersonal skills, including active listening and the ability to build trust with beneficiaries and partners. • Ability and willingness to undertake essential manual handling tasks, including lifting and transporting event equipment and setting up items such as gazebos, displays and promotional materials. • Ability to work independently, including lone working when required. • Clean UK driving licence
Desirable skills and knowledge	• Confident IT user, including Microsoft Office; experience with grants systems or CRM platforms would be advantageous. • Experience of recording accurate information in a CRM system; training will be provided on the Naval Children's Charity's internal systems. • Evidence of working effectively in cooperation with other charities, statutory bodies and partner organisations. • Familiarity with the Royal Navy community and the Service charity sector.
Personal qualities	• Commitment to the Naval Children's Charity's values. • Integrity, honesty and professionalism in all aspects of the role. • Ability to treat everyone with respect, dignity and fairness. • Willingness to take responsibility for actions and remain accountable. • Collaborative and supportive team player.

This job description is not intended to be exhaustive. Duties may change from time to time to reflect the needs of the organisation. The document will be reviewed in consultation with the postholder as the role and the Charity's services develop.

The Naval Children's Charity is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All staff and associated professionals are expected to share this commitment.

Next steps

To apply, please complete an application form and submit it alongside a letter/personal statement to Sara Smith, Head of Operations, by the deadlines indicated below.

Alongside the application form, candidates are asked to send in a letter/ personal statement. It should set out the values, skills and experience that you have that makes you suitable for this role.

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

A timeline for the recruitment process for this role is detailed below:

Deadline for applications	Wednesday 14th October
In-person interviews	Monday 26th October (PM) Tuesday 27th October Location: Portsmouth

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

Appointment will be subject to satisfactory references, evidence of the right to work in the UK and an appropriate Disclosure and Barring Service (DBS) check.

Naval Children's Charity

The Naval Children's Charity aim 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 SCO52322 in Scotland.