

**Job Title** **Triage Caseworker**

**Reports to** **Head of Welfare**

**Purpose of role** 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

Full time position 35 hours per week

Location Castaway House, 311 Twyford Avenue, Portsmouth PO2 8RN

Salary £29,000 per annum

Contract Permanent subject to a successful 6 month probationary period

Probationary period 6 months

Company pension scheme Subject to successful 3 month probationary period

 Employees group life insurance scheme

Holiday 30 days, exc bank holidays

If you would like further information about the role please call Clare Scherer, CEO on 023 9263 9536.

To apply, please request a job description and an application form and return with an accompanying letter to Clare Scherer, CEO: ceo@navalchildrenscharity.org.uk

Applications reviewed on a rolling basis.

Closing date. 23rd September 2022

Interviews Thursday 6th October or by arrangement

**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.

* To act as the first point of contact for the Casework team
* To complete an initial assessment of need by triaging telephone calls, emails and applications received through Mosaic
* Contact families who submit an enquiry through the Charity website or via email
* Pass emergency requests for support to the Senior Caseworker or Head of Welfare for prioritising
* Deal with enquiries and correspondence from 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
* Liaise with external caseworkers from SSAFA, RN FPS and other organisations to ensure comprehensive casework is carried out on all beneficiaries
* Investigate applications for grants and, following assessment, produce recommendations for the Head of Welfare/CEO and Welfare Committee
* Follow up with beneficiaries once casework has been completed to ascertain impact and any unmet nee
* 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
* Process day to day invoices and pass to the CEO/Head of Welfare for payment
* 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

**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 post holder will receive induction training both in house and externally to include use of Mosaic, the Casework Management System, used by the Armed Forces Charity Sector. The role is subject to DBS checking. This post holder will be based in our office in Portsmouth and may require some travel around the UK to support the needs of the Charity.

**PERSON SPECIFICATION**

**Experience**

* Professional experience in a Triage/Caseworker/Family Support Worker role
* Previous experience of working with Serving Personnel/Veterans/Children in a support capacity
* Detailed and current knowledge of the benefits system
* Good knowledge of the Naval and Armed Forces Charity sector (Desirable)

Knowledge and skills commensurate with role to include:

* Empathetic and non-judgemental nature
* Excellent communication skills both verbal and written
* IT literate, with knowledge of MS Office 365 and Teams. Training will be provided on our database and case management systems
* Has the ability to maintain a clear overall view whilst applying attention to detail
* 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, adaptable and can do attitude

**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.**

12 core competencies outlined below

|  |  |
| --- | --- |
| **Competency** | **Key actions** |
| Decision making | * Uses sound judgment to make good decision based on information gathered and analysed
* Considers all pertinent facts and alternatives before deciding on the most appropriate action
* Commits to decision
 |
| Teamwork | * Interacts with people effectively. Able and willing to share and receive information
* Able to work independently
* Understands the extra duties required when working in a small team
* Co-operates within the team
* Supports group decisions and puts group goals ahead of own goals
 |
| Work standards | * Sets and maintains high performance standards
* Pays close attention to detail, accuracy and completeness
* Shows concern for all aspects of the job and follows up on work outputs
 |
| Motivation | * Displays energy and enthusiasm in approaching the job
* Commits to putting in additional effort
* Maintains high level of productivity and self-direction
 |
| Reliability | * Takes personal responsibility for job performance
* Completes work in a timely and consistent manner
* Adheres to commitments
 |
| Problem solving | * Analyses problem by gathering and organising all relevant information
* Identifies cause and effect relationships
* Comes up with appropriate solutions
 |
| Adaptability | * Adapts to changing work environments, work priorities and organisational needs
* Able to effectively deal with change and diverse people
 |
| Planning and organising | * Plans and organises tasks and work responsibilities to achieve objectives
* Sets priorities. Schedules activities
* Allocates and uses resources properly
 |
| Communication | * Able to communicate with families demonstrating a balance of empathy, support and professionalism
* Expresses ideas effectively
* Organises and delivers information appropriately
* Listens actively
 |
| Integrity | * Shares complete and accurate information
* Maintains confidentiality and meets own commitments
* Adheres to organisational policies and procedures
 |
| Initiative | * Ability to work under own initiative
* Takes action to influence events
* Generates ideas for improvement, takes advantage of opportunities, suggests innovations
* Goes above and beyond – committed to expanding a task if/when required
 |
| Stress tolerance | * Displays emotional resilience and the ability to withstand pressure on an on-going basis
* Deals with difficult situations while maintaining performance
* Seeks support from others when necessary and uses appropriate coping techniques
 |