

JOB PROFILE: WELFARE SERVICES NAVIGATOR

Role:	WELFARE SERVICES NAVIGATOR	Date profile last reviewed:	May 2022
Name:		Reports to:	WELFARE SERVICES MANAGER

MAIN SUMMARY OF ROLE:

To provide support to existing and potential beneficiaries by providing advice and information via the RAF Benevolent Fund Welfare Helpline, email and web chat. The role includes providing information on the availability of statutory support, charitable support from other military and non-military charities, in addition to advising on financial and support services available through the Fund and how to access these areas of support. The Welfare Services Navigator will also be responsible for providing ongoing support where this is required and liaising on the beneficiaries behalf with Case Working Organisations, RAF Benevolent Fund Case Workers, Statutory Bodies, other Organisations and in house Welfare Teams.

KEY ACCOUNTABILITIES/RESPONSIBILITIES:

- Respond positively and enthusiastically to general enquiries from members of the RAF family (serving and veteran), the general public and caseworkers via web based applications, the helpline number, email or post. Our passion to help and make a difference wherever possible must be obvious from the first contact.
- Confident in communicating with callers with complex needs and in difficult circumstances. This includes speaking with vulnerable, as well as challenging callers.
- Referring callers to internal services for support direct from the RAF Benevolent Fund and partner agencies for Casework assistance.
- Signpost enquiries to other organisations if the call is not in scope for RAF Benevolent Fund assistance. This will include providing advice and guidance on sources of support and how to access these services.
- Follow on enquires to ensure the advice given has been actioned and providing additional support to beneficiaries when required.
- Be confident in creating Contact records on CARE (our database), accurately inputting information provided by and on behalf of beneficiaries. Ensuring all details are up to date and accurate.
- Identify suitable caseworkers to carry out welfare assessments, and make the necessary referrals via Mosaic (a shared military charity database) for casework visits to take place.
- Liaise with caseworkers (internal and external) in relation to the scope of the Fund's support and the status of applications.
- Maintain a good knowledge of the welfare support and information provided by the Fund and keep this up to date.
- Carry out any other duties within the scope of the job as requested by the Welfare Navigator Team Leader or the Welfare Services Manager.

DEVELOPMENTAL OBJECTIVES:

- Progressive professional development through identified training opportunities and programmes.
- Gain knowledge of the Fund's wide-ranging support and alternative sources of assistance and keep current with new developments.

COMPETENCIES REQUIRED FOR THE ROLE	
<u>Essential</u>	<u>Desirable</u>
<ul style="list-style-type: none"> • Following instruction and Procedures • Coping with pressures and setbacks • Planning and Organising • Writing and Reporting • Working With People • Adhering to Principles and Values 	<ul style="list-style-type: none"> • Adapting and Responding to Change • Achieving Personal Work Goals and Objectives • Relating and networking • Deciding and Initiating Action
QUALIFICATION(S), KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED FOR THE ROLE	
Academic or Professional Qualifications (or equivalent):	
<u>Essential</u>	<u>Desirable</u>
<ul style="list-style-type: none"> • A minimum of three GCSEs grades A – C, or equivalent, including English Language. 	<ul style="list-style-type: none"> • ECDL qualification
Knowledge/ Experience:	
<u>Essential</u>	<u>Desirable</u>
<ul style="list-style-type: none"> • Knowledge of statutory and charitable support available across the sector • Experience in use of databases, i.e. retrieval, interpretation and actioning of data/correspondence. • Previous experience of taking helpline calls, dealing with difficult or vulnerable clients . • Previous administrative experience, including data entry, with high attention to detail. • Excellent IT knowledge, including Outlook, Word, Excel and electronic filing systems 	<ul style="list-style-type: none"> • Experience of advising on statutory and charitable support. • Previous experience of working within a grant giving organisation. A good understanding of the charitable sector and to where people can be signposted. • RAF knowledge / experience. • Good typing speed
Other Requirements:	
<ul style="list-style-type: none"> • Carry out any other duties within the scope of the job as requested by the Welfare Navigator Team Leader or the Welfare Services Manager. 	

Signature

I confirm this job profile has been drawn up with my full involvement and accurately reflects the responsibilities of the role.

Postholder's Signature:

NAME:

Line Manager's Signature:

NAME:

Date:

