

JOB DESCRIPTION

Job Title:	Support and Casework Officer
Grade:	C
Salary:	circa £30k
Directorate:	Support Network
Location:	Central London, Birdcage Walk
Responsible To:	Chief Executive, Support Network
Key Relationships:	Internal: Trustees, Chief Executive and Finance and Administration Officer, Support Network External: Grants Committee, Beneficiaries, Volunteers Visitors, Other Benevolent Funds and Agencies

DESCRIPTION OF DUTIES

- The purpose of this role is to administrate and coordinate the provision of grants to new and existing beneficiaries, providing confidential support and advice from the application stage through to the awarding of the grant.
- This role will also be responsible for facilitating access to the Support Network's additional advice, employment and housing services and preparing new applications for the Grants Committee.
- A key part of this role will involve investigating new cases, ensuring the disbursement of charitable funds effectively and efficiently and providing confidential support and advice to beneficiaries and volunteer visitors.

KEY PERFORMANCE AREAS

Provide confidential responses to enquiries from potential and current beneficiaries, explaining and administering the new and annual review application processes, including liaison with volunteer visitors.

Provide additional confidential casework support and advice, including welfare benefits and money advice and/or financial statement compilation and/or clarification to achieve income maximisation.

Where required, assist beneficiaries to apply for full statutory entitlements, liaising with other agencies if appropriate. Update each beneficiary's financial record on changes to social security benefits.

Advise beneficiaries, visitors, the CEO and Trustees on available, and/or any changes to, statutory and discretionary benefits, and/or money and debt processes, and the potential implications to Support Network policies and services, and/or social policy work in relation to poverty, and/or people in need.

Make referrals to our additional services of specialist advice, employment support and, less frequently, access to our housing provision. Signpost to alternative sources of assistance when enquiries fall outside of our services and/or ability to help.

Undertake casework and grant applications within established guidelines and procedures in support of applications for assistance.

Ensure that financial assistance is provided within the objects of the charity (i.e. only to those in need) and within the established policies of Support Network. Contribute to the review of grant making and service provision policies within which the same are provided.

Maintain timely, complete and accurate casework documentation, using the Support Network Visual ALMS database and recording system.

Identify when recruitment of new volunteer visitors is required and participate in the same. Train and support volunteer visitors and visit new applicants if necessary and allocate volunteer visitors to potential and existing beneficiaries.

Undertake occasional visits to beneficiaries.

Administer the student grants service, determining potential eligibility and indicating alternative sources of assistance where appropriate.

Compile and distribute casework papers and associated documentation to meet the requirements of Support Network regular schedule of Grant Committee meetings.

Attend meetings of the Grants Committee to provide guidance on new applications, review existing cases and contribute specialist knowledge and/or recommendations to assist Trustees in reaching their decisions.

Process and manage approved cases, maintaining contact with beneficiaries and volunteer visitors in respect of the grants made and/or other assistance provided.

Co-ordinate the telephone Befriending service, including training and supporting befrienders (either directly or through facilitating access to additional support).

Liaise with other benevolent funds where there are shared beneficiaries and/or volunteer visitors.

Review and update routine fund forms, documents, reports and booklets as required, especially in relation to volunteer visitors and befrienders.

When required, act as a signatory for routine cheques, money transfer documents, letters and other papers and documents on behalf of the fund

Act as a deputy for the CEO when required.

Maintain confidentiality in respect of beneficiary related work of the charity.

Since job descriptions cannot be exhaustive, the post-holder may be required to undertake other duties which are broadly in line with above key responsibilities.

The post-holder is expected to observe and comply with all IMechE policies and regulations, for example Health and Safety, Data Protection and Equal Opportunities etc.

KEY ATTRIBUTES / PERSON SPECIFICATION

For the purposes of the Institution of Mechanical Engineers Guaranteed Interview Scheme, the essential criteria listed on the following page are to be considered the minimum criteria for this role.

Essential:

Proven experience of working with people in need, ideally in an advice and/or health and social care setting.

Good working knowledge of the welfare benefits system and able to adhere to organisational policies and procedures.

Numerate with experience of compiling and monitoring a personal budget.

Able to recognise and assess individual needs and exercise independent judgement to make decisions and identify solutions to complex cases.

Experience of developing and maintaining effective relationships across a wide variety of people and roles.

Able to recruit, train, manage and develop volunteers.

Excellent customer care, listening and interpersonal skills, particularly with individuals who are distressed and/or have communication difficulties.

Able to use initiative to organise and prioritise own workload, work without direct supervision and yet contribute as a team player to the successful running of the Support Network.

Possesses a high standard of written and spoken English.

Proficient in Microsoft Office programmes, Word, Excel, Outlook.

Ability to maintain, promote and work within equality and diversity principles.

Takes responsibility for his/her own self-development and for identifying any additional training needs.

Preferable:

Experience of working for a charity.

Understanding of debt advice and money management.

Experience of working with committees.

Ability to use case recording software (training will be provided).

Date approved

July 2010

Additional Information:

Hours: 36.25 per week
Probation: 6 Months
Holiday: 26 Days per annum + UK Bank Holidays
Pension: Stakeholder Pension Scheme – Support Network will contribute 10%

Application Guidance:

Your application should contain:

Application form
Covering letter
C.V.

All documents above must be completed and returned for your application to be considered.

Please read the person specification carefully and describe, within your covering letter, how much you feel you meet each of the criteria.

Please complete and return all documents by 11 August 2010 to the following address:

Support Network
3 Birdcage Walk
Westminster
London SW1H 9JJ

If you would prefer you may return your application by email to applications@supportnetwork.org.uk

Short listed candidates will be contacted as soon as possible after the closing date.

If you wish your application to be acknowledged, please enclose a stamped addressed postcard bearing the reference number of the post for which you are applying.

We regret that we are unable to reply to each applicant; therefore, if you do not hear from us within 28 days of the closing date for this post you should assume that you have been unsuccessful on this occasion.

If you have any further queries, please contact Anni Broadhead, Chief Executive on 020 7304 6883.

Thank you for your interest in this post. We look forward to receiving your application.
