

Job Profile			
Role:	Community Engagement Worker (East Lincolnshire)	Date last reviewed:	February 2021
Name:		Reports to:	Head of Community Welfare Programmes

1. MAIN SUMMARY OF ROLE:

This role has three key aims:

1. To support the Fund's work on social isolation by engaging beneficiaries in socially enriching activities to reduce their isolation which in turn should, over time, reduce their feelings of loneliness.
2. To act as the 'local welfare representative' and promote the RAF Benevolent Fund in East Lincolnshire.
3. To support the Fund's caseworking function **when required** by assessing the welfare needs of members of the RAF Family, completing applications, providing recommendations for support to Welfare Executives, supporting access to statutory welfare support and support from other appropriate charities.

2. KEY RESPONSIBILITIES:

1. Hold a caseload of social isolated beneficiaries across the East of Lincolnshire. Undertake assessments of beneficiary situations and barriers to engagement in socially enriching activities. To do so both remotely (over the telephone and online) and when required in person through home visits across your area of responsibility. This could involve significant amounts of travel across East Lincolnshire to reach appointments.
2. Develop action plans with each beneficiary entering the Community Engagement service. Plans should identify appropriate opportunities from within both the RAF Benevolent Fund but also the wider county to connect the beneficiary into at least one on-going socially enriching activity (*e.g. Befriending, TFG, local veterans group*); identify barriers to accessing that socially enriching activity and propose solutions to overcoming those barriers. This could on occasion involve accompanying a beneficiary to a social activity. Maintain the action plan as a means of keeping a clear exit strategy from the CEW intervention.
3. Undertake casework to access financial assistance in support of executing individual beneficiary action plans. Coordinate support with the Fund's professional advocacy service when appropriate in support of executing individual beneficiary action plans.
4. Develop and maintain a thorough and detailed understanding of Fund support services and support services provided by other military charities and national veterans welfare services. Identify additional welfare needs of CEW beneficiaries and use this knowledge to refer them to an appropriate part of the Fund or external agency who can meet that need.

5. Be the Fund's local welfare representative in East Lincolnshire, answer questions from key stakeholders and members of the RAF Family regarding available welfare support; sharing referrals for general welfare support with the Welfare Navigator team and when appropriate, liaise between stakeholders and head office to troubleshoot any ongoing issues relating to the delivery of welfare support.
6. Promote the range of welfare support available from the RAF Benevolent Fund to key stakeholders in your county. Encourage stakeholders to identify member of the RAF Family amongst their service users and to signpost those individuals to the Fund. **Focus on promoting the CEW role and encourage stakeholders to identify socially isolated members of the RAF Family and refer them to the CEW.**
7. Support the creation, development and delivery of activities aimed at reducing social isolation as required.
8. Maintain up to date, concise and confidential, electronic beneficiary case notes, including case action plan notes, on CARE and CMS2 database systems.
9. Ensure that you engage with the Area Director to ensure that your roles are complementary.

3. ADDITIONAL RESPONSIBILITIES:

1. Support the Fund's wider caseworking function by receiving priority casework requests at the discretion of the Head of Community Welfare Programmes. This may involve travel to undertake home visits across the East Midlands region on occasion.
2. This is a community-based role working from home. Your usual place of work will be within the community that makes up your area of responsibility (East Lincolnshire) and you will be expected to travel across your area to attend appointments with beneficiaries when required.
3. You will work closely with your colleague who covers West Lincolnshire and hours worked will need to overlap with theirs to allow for opportunities to meet and share engagement opportunities with organizations that overlap both areas.
4. You will be part of a wider team of CEW's working across the East/South East of England and occasional travel to team meetings at the Fund's head office in London and at other locations across East/South East of England will be required; you should expect this to be at least monthly during the first six months of operation (CV-19 permitting).

PERSON SPECIFICATION

Qualifications

<i>Essential</i>	<i>Desirable</i>
A good level of general education – minimum of three A-Levels or equivalent, or life skills equivalent to this.	Evidence of Continuing Professional Development (CPD)

Knowledge / Experience

<i>Essential</i>	<i>Desirable</i>
Experience of working with members of the public, organisations, community groups and health & social care professionals.	Experience and understanding of what it means to take a person-centred approach.
Experience of supporting people to address their welfare needs using assessment and case management.	Experience of delivering welfare services within a charitable organisation or the RAF.
Experience of working with older and/or vulnerable people.	Knowledge of the public/social policy agenda around tackling social isolation and loneliness.
Knowledge of social and community services, including veteran's services across the county.	Knowledge of the veteran's welfare charity sector.
Experience of gathering information and presenting to groups of people.	Demonstrable knowledge of social and welfare issues affecting the ex-Service community.

Competencies

<i>Essential</i>	<i>Desirable</i>
Working with people – demonstrate good interpersonal skills and an ability to work in holistic, non-judgmental, caring and sensitive manner that avoids assumptions, supports social inclusion; recognises and respects individual choice.	Coping with pressures and setbacks – able to work in difficult situations whilst keeping emotions under control and maintaining a positive outlook.
Relating and networking – can establish positive working relationships with key individuals within a wide variety of organisations.	Writing and reporting – maintaining clearly and succinct case notes in a well-structured and logical way.
Deciding and initiating action – taking initiative, making prompt and potentially tough decisions in relation to individuals' welfare, can work remotely and under own direction.	Planning and organising - managing time effectively, meeting deadlines and prioritising workload.
Delivering results and meeting customer expectations - an ability to deliver high quality, person-centred support in a methodical and orderly manner.	Following instructions and procedures – appropriately following instructions and adhering to policies, procedures and objectives

Analysing – Probes for appropriate information, breaking into component parts and making rational judgements before producing workable solutions.	Learning and researching - gathering comprehensive information, demonstrating understanding and managing and maintaining a knowledge base.
Persuading and Influencing – Gains agreement and commitment from others by promoting ideas, persuading, convincing and negotiating.	Presenting and communicating information – can confidently and credibly deliver presentations about the Fund's welfare work to a variety of audiences.

Other

Full clean driving licence required
Willingness to work flexible hours, outside of traditional office hours.

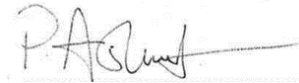
Signature

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: PETER ASHCROFT

Date: 03.05.2021