

The Royal British Legion - Volunteer Role Description

Role: Case Worker Volunteer

Purpose of role

To gather information about beneficiary circumstances and needs, and manage more straightforward cases. This will mean acting on behalf of the Legion in different locations including working in the Advice and Information centres, outreach locations and visiting beneficiaries in their homes.

Tasks

- Make contact with, and arrange to visit, beneficiaries as requested by the Area team.
- Draw up a profile of the beneficiary's circumstances and needs, and fill in this record online.
- Where possible establish their eligibility for support by examining evidence of their Service record.
- Report back to the appropriate Case Officer with recommendations or refer to a regional specialist as appropriate.
- Carry out follow up case management tasks as agreed with the Case Officer.
- Develop and maintain a working knowledge of the benefits system and of the Legion, its mission, objectives and the services that it provides.

Location

You will be expected to attend beneficiaries' homes within a pre-agreed geographical spread across the Area, or one of our Area offices or outreach locations.

Support and supervision

There will be on going day to day support from the Area team. You will be given a designated supervisor (a Case Officer) who will meet with you to discuss how things are going including workload, training and opportunities for personal development.

Benefits of the role

You will be helping to make a difference to the lives of members of the Armed Forces community. In doing so you will gain valuable experience of working in a professional, forward-looking charity that supports and campaigns for, and is responsive to, the needs of the Armed Forces community.

You will be part of a friendly, committed team and meet a wide range of people. You will have the chance to draw on your skills and experience or acquire new skills, be accountable for carrying out tasks and you will have access to further training. This will give you valuable experience for the future, whether that be in the Legion workforce or further volunteering.

Personal qualities and requirements

For this role we are looking for someone who is committed to our mission and values, enjoys meeting people and has good interpersonal and analytical skills. We would expect you to be a reliable and dependable team player and to have the following skills:

- Be computer and internet literate – being confident to use a computer system, Microsoft Office, Google and be a regular email user
- Be comfortable working on your own
- Be able to communicate clearly and concisely in writing
- Be committed to equality and diversity
- Be willing to give and receive feedback

We require two satisfactory references from independent referees and, because the organisation works with vulnerable people, that you undertake a statutory screening check before we can confirm you in your role.

A full driving licence and use of a suitable vehicle with insurance cover will be an essential requirement for travel to outreach locations not easily served by public transport.

Availability

In order for the role to be rewarding for our beneficiaries, yourself and the Legion, we ask that you give a commitment for a regular amount of time each month. The actual amount of time agreed with the Area team will be reflected in your Volunteer Agreement.

How we work together

We are grateful for your gift of time in helping us to support the Armed Forces community. In serving these beneficiaries we require that you:

- Respect beneficiary confidentiality and work in a personalised way based on sensitivity and respect for beneficiaries and members of the public.
- Act with integrity and work collaboratively with colleagues, sharing knowledge and information within the team as appropriate.
- Work within agreed Legion policies and procedures, including the Legion's Health and Safety policy and other appropriate guidelines.
- Attend updates and training meetings annually to keep up to date with the needs of your role and with what the Legion is doing.
- Respect the diversity of enquirers and beneficiaries, staff and volunteers and advise / support beneficiaries from a wide range of backgrounds.

We aim to make your volunteering with the Legion an enjoyable and rewarding experience. We will also cover you on our public liability insurance (excluding motor vehicles) and reimburse your travel expenses.