

Job Description

Post	Caseworker
Location	Head office Crewe- with opportunity for flexible and home working
Department	Services
Reporting to	Services Manager
Responsible for	This post has no direct reports
Hours	Full Time
Salary Band	From £28,250

Job Summary

The post holder will work within the RBF Services team to deliver an effective welfare and support service to the rail industry.

The post holder will primarily deliver RBF services through our grant schemes. The post holder will act as lead caseworker for assigned cases and will refer beneficiaries to RBF partners and external agencies, and signpost and collaborate with other agencies to support the needs of the beneficiary, as required.

The post holder will be the first point of contact for support enquiries and beneficiaries.

The post holder will independently research external support and relevant information (such as items requested) to provide the most appropriate support.

The post holder will report progress and performance regularly to their line manager.

The post holder will contribute towards the delivery of RBF's overall strategic, operational, and departmental plans.

Key Deliverables

- Undertake the work of the RBF Services team including providing a non-judgmental, practical and supportive support service to beneficiaries of the charity.
- Support the services team with grant / support enquiries via telephone, post, or digital.
- Assessing new grant applications against the RBF grant guidelines and eligibility criteria
- Conduct due diligence checks to reduce the risk of fraudulent applications
- Prioritise urgent or high-risk applications appropriately.

- Follow policies and procedures to recommend case outcomes to Committee and Services Manager; implementing and recording decisions, ensuring payments and support needs are processed in a timely manner.
- To explore beneficiary needs and provide support and guidance as required, including signposting and referrals to RBF partners and external agencies.
- Where appropriate, to liaise with external agencies such as local government, health and social care services professionals and other charities on behalf of RBF beneficiaries for the purposes of their grant application and accessing external support.
- Understand our confidentiality policy and apply safeguarding policy and procedure as necessary.
- Input and maintain accurate and audit-ready case records to support reporting, monitoring, impact evaluation and trustee oversight.
- • Log case and financial information and actions consistently within the Charity's database systems.
- Identify and collate emerging trends, recurring needs or patterns within applications.
- Undertake administration to support the reporting to the RBF Benefit & Services Committee.
- Work in a cross-functional way with the RBF fundraising and engagement team and the finance team to ensure beneficiaries receive the best possible experience, gathering information for case-studies and other research as required.
- Work on specific projects and assignments which support the work of the organisation and its strategic direction, as required.
- support the CEO and the services team to develop future RBF services.
- Contribute to RBF's continuous improvement by identifying opportunities to enhance processes and procedures.

2. General

- Undertake occasional representation of RBF at external events, including industry wellbeing days, presentations (in-person and virtual), and key fundraising activities.
- Working in line with RBF's values and behaviours in all aspects of your work.
- Participate in team meetings and work together with colleagues to maintain and improve knowledge and skills.
- Act as a source of information and support to colleagues throughout the organisation.
- Build productive working relationships with external agencies to enhance service delivery, where appropriate.
- Keep abreast of relevant welfare legislation, trends and best practice and work with the team to develop the necessary internal policies, procedures and guidelines accordingly.

- Demonstrate a commitment to ongoing learning and development and to participate in any training relevant to the role.
- Undertake such work as may be appropriate to the post.

This job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of RBF at any time after discussion with the post holder.

Person Specification

Area	Essential	Desirable
Qualifications & Experience	• Experience in providing appropriate support and solutions in a similar setting • Experience of managing own caseload • Experience of process- driven, detailed administrative tasks • Understanding of the benefits system (or willingness to undertake research and training)	• Educated to degree level or equivalent professional experience • Commitment to or experience of working for a charity or third sector organisation in either a paid or voluntary capacity.
Skills and Knowledge	• Knowledge of common support available such as welfare benefits, disability, Government, and charities. • Strong IT skills, including knowledge of Microsoft packages and CRM • Excellent written and verbal communication skills, with the ability to communicate at all levels both internally and externally • Able to deal with sensitive and personal matters in a confidential compassionate manner	• Knowledge of the charitable sector and relevant legislation • Good working knowledge of GDPR and data protection
Personal	• Self-motivated, able to work independently and take initiative • Dedicated team player • Commitment and desire to make a difference • Empathy and sensitivity. • Ability to manage a wide range of tasks and work well under pressure • Ability to work to deadlines and prioritise	• An ability to think strategically