



The IET Benevolent Fund

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| Organisation | IET Connect |
| Location: | Savoy Place, London |
| Job Title: | Casework Manager |
| Reports to: | Welfare Manager |

Primary Purpose Responsible to the Welfare Manager for the efficient organisation and administration of IET Connect's casework and associated welfare services, ensuring that the department provides timely and appropriate help, advice and information to members and their dependants.

To manage the Caseworker, Advice Worker and IET Connect's Local Representatives (LRs)

Key Tasks:

Casework

- To deal with and manage requests for financial assistance, to include researching, evaluating and reporting on applications for help.
- To participate in regular meetings with the Caseworker and Advice Worker to assess enquiries for financial assistance and other support
- To make emergency grant decisions where necessary or refer them to the Welfare Manager, Case Committee or Case Committee Chairman
- Give advice, information and support to members and their families
- To advise members of statutory funding and state benefits and keep up-to-date with any changes in statutory legislation and benefit changes
- Referring enquiries to LR's where appropriate
- To support and liaise with LR's and accompany them on occasional visits
- To refer members to the legal helpline, where appropriate
- To identify other specialist agencies and charities that can assist and refer people on to them when necessary

Welfare Development

- Provide statistics and information relating to casework as required by the Welfare Manager in order to help identify the best methods of helping members.
- To work with the Welfare Manager in developing new services to best help members and their dependants.
- To support the Welfare Manager as necessary

Local Representatives

- To maintain an international network of volunteer LRs.
- Liaise with and assist regarding the notification of LRs appointments and retirement, and any issues that arise regarding visiting
- Provide adequate induction support and information to LRs and participate in training
- Assist in the updating of LR guidelines to ensure policies and practices are kept up to date and LRs are notified of changes
- Send information and guidance to newly appointed LRs, including case histories of beneficiaries in their area. Ensure the database is updated
- To participate in training for staff and LRs

Case Committee

- To make recommendations to the Case Committee and Case Committee Chairman for new applications ensuring compliance with statutory and charity legislation and IET Connect policies
- To ensure accurate and timely implementation of Case Committee and staff decisions relating to funding.
- To review current beneficiaries in receipt of financial assistance to ensure an appropriate level of funding and ongoing support is in place
- Prepare agendas and papers for the Case Committee meetings, discuss and check case notes as necessary with colleagues. Arrange for the dispatch of case papers to Case Committee members.
- Generally assist the Case Committee Chairman and arrange pre meets. Invite guests to CC meetings, ensure meeting room is prepared. Ensure production of minutes and that financial and personal details of all beneficiaries are entered onto the database.
- Contact Case Committee members and Local Representatives concerning renewal of membership, new appointments and retirement.
- Review and suggest revisions as appropriate to application forms, welfare procedures, eligibility criteria for Case Committee recommendation and Board of Trustee approval where necessary.

Staff

- Assist in the recommendation of training and development
- To manage and supervise the Caseworker and Advice Worker
- To undertake staff appraisals

Meetings

- Attend department meetings
- Attend one Trustee meeting annually

- Effective liaison with other occupational benevolent funds and the Association of Charity Officers to optimise help to beneficiaries and help keep IET Connect up to date with developments in the field and provide feedback

Person Specification:

- 3 years' experience and working knowledge of state benefits, other statutory legislation and funding, other organisations that can provide help and funding
- Experience of working with and supporting volunteers
- Good organisational skills, and ability to prioritise and plan own and other's workloads
- Good problem solving and decision making skills
- Ability to take quick effective action where necessary and work to tight deadlines
- Ability to be objective when dealing with requests for assistance
- A high degree of empathy and diplomacy and the ability to deal with cases objectively
- Excellent communication skills (both oral and written)
- Good IT skills including the ability to use databases