



Casework Officer

Salary – £30,000 - £35,000 (depending on experience)

Hours - Full-time (35 hrs per week)

Location - Office-based in central Wimbledon (option of hybrid working with staff working from home up to 2 days p/w)

Benefits – Flexi-time system in operation; generous pension scheme; staff parking

Responsible to: Head of Casework

The Royal Medical Benevolent Fund is the leading charity for doctors, medical students and their families. Our help currently includes financial assistance, a coach mentoring service for those wanting to make a return to work and telephone befriending for those who feel isolated and in need of extra support.

Main Purpose of Job:

To contribute towards the efficient delivery and development of the RMBF's Casework Programme, ensuring that the department provides timely, fair and effective support to doctors, medical students and their families.

Principle tasks and responsibilities:

- To process and administer enquiries and applications for assistance in a prompt, effective and consistent manner in line with the RMBF Policy Guidelines and Casework Department procedures
- To signpost enquirers to other relevant sources of support
- To compile timely, accurate and concise reports for the CEO and Grants & Awards Committee to enable fair and consistent decisions to be made
- To provide support to the Grants & Awards Committee, including assisting with the timely and accurate preparation of agendas, minutes, reports and any other work required by the Trustees
- To administer financial awards and other support in line with Casework Department procedures, Grants & Awards Committee decisions and RMBF Policy Guidelines

- To ensure own caseload of new and ongoing applications for financial and other support is administered appropriately and consistently and in line with RMBF Policy Guidelines and Casework Department procedures
- To ensure accurate and up-to-date records are maintained at all times
- To liaise with RMBF volunteers and other organisations
- To assist with the development and delivery of new and existing RMBF Casework Services
- To help maintain effective operation of the Casework Department, including cover for colleagues when necessary
- To represent the RMBF at external conferences when required
- To comply with both Casework Department and RMBF policies and procedures

General

- To develop and maintain effective and respectful working relationships both within the Casework Department and throughout the organisation
- To maintain a high standard of confidentiality in professional, personal and financial matters
- To keep up to date with training and development relevant to the RMBF's charitable work
- To undertake any other reasonable duties when required, as advised by the Head of Casework or Chief Executive Officer
- To take guidance on Casework Department procedures from the Senior Casework Officer

Person specification

Essential

Excellent team-player who is flexible in a small team environment, who will pitch-in, work collaboratively, be considerate and have an awareness and respect for others

High standard of written English with excellent attention to detail and strong proof-reading skills with the ability to write letters, emails and reports accurately, clearly and concisely

Excellent communicator with strong interpersonal skills - communications with beneficiaries need to be handled with utmost care

Excellent organisational skills and good experience of dealing with a significant volume of administrative work including dealing with databases, Microsoft Office packages and timely and accurate record keeping (both individual and departmental)

Ability to intelligently process information to handle cases effectively and be able to identify and resolve problems

Ability to manage and prioritise your own workload with the ability to work to deadlines

Ability to follow procedures and instructions, both written and verbal, to ask questions if you do not understand and be willing to take direction when given

Empathetic, resilient and emotionally mature

A good and sympathetic listener, able to maintain discretion and confidentiality at all times

Willingness to learn and be able to see the bigger picture with the capacity to contribute strategically and to help with the development of the Casework Department

Ability to demonstrate a positive attitude and to take pride in delivering high quality work

Desirable

Experience of dealing with individuals facing personal crises

Knowledge of grant making

Knowledge and understanding of state benefits, statutory funding and welfare issues

An understanding of the medical profession, including medical students

Knowledge of the voluntary sector

Experience of working with volunteers

Experience of working with committees

All staff are required to work within RMBF's agreed policies and procedures

**This Job Description reflects the requirements of the post at the time of writing.
The needs and circumstances may change over time and therefore the Job
Description may need to be reviewed in light of any such changes.**