

The Royal British Legion Volunteer Role Description

Role: Caseworker Volunteer

How will I make a difference?

The Royal British Legion (the Legion) is the UK's leading Armed Forces charity, providing practical, emotional and financial support to all members of the British Armed Forces past and present, and their families. Our mission is to provide welfare, comradeship, representation and Remembrance for the Armed Forces Community.

In this role you will be supporting the Legion's mission by meeting with beneficiaries to assess their needs, and manage the delivery of straightforward cases.

What will I be doing?

You may be asked to do some or all of the following depending on the needs of your line manager or location:

- Meeting beneficiaries in Legion premises or in their homes.
- Interview beneficiaries to assess their needs, and circumstances, and complete the relevant paperwork to ensure they receive the support they are entitled to.
- Provide an action plan with beneficiaries, and report back to a Case Officer, making recommendations.
- Develop and maintain a working knowledge of the Legion, its mission, objectives and services.
- Develop an understanding of the statutory benefits framework, and local support services.
- Involved in sales of Poppy Shop items using the electronic ordering system (no cash handling), if based in a Pop In Centre, which may include restocking products.

You will agree with your line manager the geographical location that you are able to do your role.

How much time will I need to give?

In order for this role to be a rewarding experience for you and the Legion, we ask that you give a commitment for a regular amount of time each week. The actual amount of time will be agreed with your line manager.

How will I benefit from this role?

As well as supporting members of the Armed Forces family, volunteering with the Legion gives you the opportunity to develop and learn new skills, enhance your CV, make new friends and have an enjoyable and rewarding experience. You will be part of a friendly, committed team and meet a wide range of people.

In this role you will gain valuable experience of providing information and one-to-one support to beneficiaries, as well as report writing. You will also gain a working knowledge of statutory

services and the benefits system, as well as of the Legion, its mission, objectives, and the services it provides.

What skills and abilities do I need to have?

We are looking for someone who is committed to the Legion's mission and values, and enjoys working in a one-to-one situation, providing information and support to others. We would expect you to be a reliable and dependable team player and have the following skills:

- Able to communicate clearly and concisely, verbally and in writing.
- Ability to use computers and the internet, particularly Microsoft Office programmes, and email.
- Able to organise own workload.
- Comfortable working on their own.
- Committed to equality and diversity.

This role requires a criminal records (DBS) check.

We require two satisfactory references and a DBS check before confirming you in your role.

The minimum age for this role is 18.

What training will I receive?

You will be expected to complete the following training:

- Introduction to the Legion (online)
- A two-day face-to-face training course
- Health and Safety (online)
- Data Protection/Information Security (online)
- Safeguarding (online)
- Equality and diversity (online)
- Case Management System training
- A local induction delivered by a member of the local team.

What support will be available to me?

You will be given a designated supervisor who will meet with you to discuss your volunteering, including workload, training and opportunities for personal development. You will also receive day-to-day support from other staff and volunteers.

How will we work together?

We are grateful for your gift of time in helping us to support the Armed Forces community. We aim to make your volunteering with the Legion an enjoyable and rewarding experience. We will reimburse your expenses, in line with our agreed guidelines, and you will be covered by our public liability insurance.

This role description should be read in conjunction with the 'Volunteer Handbook' and the 'Volunteer Agreement'. Please ask your line manager if you have not received them.