**RSABI CASE OFFICER, HIGHLANDS & ISLANDS**

**JOB DESCRIPTION**

RSABI provides financial, practical, and emotional support to people involved in Scottish agriculture. The support is mainly delivered through our national helpline and case work which is undertaken by a team of case officers supported by the Welfare Manager.

RSABI is looking for a new case officer to join our Welfare team. This individual will be responsible, along with another member of staff, for delivering our package of support to new and existing beneficiaries mainly in the Highlands and Islands. The successful candidate will also be responsible for supporting RSABI’s national helpline which will include making outbound support calls to clients.

**Purpose of the role**

To support clients of the charity in line with the organisation’s criteria for support

To assist with the operation of RSABI’s Freephone Helpline by handling incoming calls, triaging, and making outbound support calls

Build positive working relationships with key stakeholders and partners who can provide support to RSABI clients

**Key Responsibilities**

The key responsibilities of the role, include but are not restricted to:

*Clients*

Ensure clients receive practical, emotional and/or financial support as and when required.

Remain adaptable to the needs of clients.

Build and maintain positive and professional relationships with clients.

Liaise with the Welfare Manager to discuss casework and identify the most suitable forms of support available.

*Helpline*

Handle incoming helpline calls based on a rota system

Make outbound support calls to clients as part of the organisations’ outgoing call service

*Administration*

Ensure all client contacts are recorded on the case management system.

Ensure client contacts are recorded timeously and accurately.

Effectively manage a varied caseload

Accurately submit applications for support on behalf of clients using the organisation’s IT systems

*Partnership Working*

Create and maintain relevant local partnerships with statutory and non-statutory organisations which will assist in supporting clients

Attend meetings with various stakeholders as and when required

Attend meetings to raise awareness of RSABI and encourage referrals to the organisation.

**Personal Specification**

The successful candidate will be able to demonstrate and should have the following skill base:

Good team player who would thrive in our small, dedicated team

Experience and knowledge of working in a welfare role.

Good knowledge of the varying types of support agencies and organisations operating in the public, third and private sector.

Experience in the provision of advice and/or knowledge of social security and/or social services and/or agriculture.

Experience of providing holistic support to clients based on need.

Excellent organisational skills to manage a varied workload.

Adhere to the principles of confidentiality, impartiality, and approach situations in a non-judgemental manner.

Understands the importance of professional boundaries.

Excellent listening and communication skills

Approachable with the ability to quickly establish productive relationships with clients.

Fluent in English, with excellent written and verbal communication, including professional report writing skills and analysis.

Good understanding of IT with knowledge of Microsoft packages.

Driver’s License, access to vehicle and home broadband connection.

**Reporting to:** Welfare Manager

**Location:** Home Based (occasional travel, including client home visits and team meetings)

**Salary:** £26,000 – £29,000 (+5% matched employer pension contribution)

**Staff Benefits:** 34 days annual leave, Car Allowance, death-in-service benefit