



Join the

RSABI team

Applicant Pack
Case Officer
Central Scotland

rsabi.org.uk/vacancies



RSABI

Supporting People
in Scottish Agriculture

Foreword

On behalf of all at RSABI, I'd like to thank you for your interest in the role of Case Officer and the work of RSABI as we move into a very important time in Scottish agriculture, with the charity's workload now growing steadily.

I am very proud to lead the small team of dedicated staff at RSABI and our successful applicant will be a strong team player who will join a team of staff who are totally focused on the work we do to support people in Scottish agriculture going through difficult times.

The role of Case Officer is a very important position with a crucial role to play in underpinning the success of the work of the charity and our ability to deliver for the Scottish agricultural industry.

The successful applicant will report to our Welfare Manager, with a remit to support beneficiaries in the areas of financial, practical and emotional support.

Working alongside and developing great working relationship with colleagues and external stakeholders will be critical in delivering positive outcomes for the individuals and families we support in Scottish agriculture.

We look forward to receiving your application.

Best wishes,



Carol McLaren,
Chief Executive



Overview

Post	Case Officer
Location	Home Based (occasional travel, including client home visits and team meetings)
Salary	£28,000 - £31,000
Reports to	Welfare Manager
Hours	37.5
Holidays	34 days annual holiday
Pension	5% matched pension
We offer	<p>Car allowance</p> <p>Death in service benefit</p> <p>Flexible location (where possible)</p> <p>An opportunity to work in an excellent team for an exceptional Scottish charity</p>

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 for delivering our package of support to new and existing beneficiaries mainly in Central Scotland. The successful candidate will also be responsible for supporting RSABI's national helpline which will include making outbound support calls to clients.

We are particularly interested in hearing from individuals with a professional background in mental health to complement the skills and experience of our existing team of case officers.

Purpose of the role

- To support clients of the charity in line with RSABI's strategic objectives
- To assist with the operation of RSABI's Freephone Helpline by handling incoming calls, triaging, and making outbound support calls
- To 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.

Key responsibilities

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 and events to raise awareness of RSABI and encourage referrals to the organisation.

Person Specification

The successful candidate will be able to demonstrate and should have the following skills and experience:

- Good team player who would thrive in our small, dedicated team.
- Experience and knowledge of working in a welfare role (e.g. mental health support services, welfare rights etc.)
- 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 mental health support 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.
- Understanding of 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 Licence, access to vehicle and home broadband connection.

Application Process

To apply for the role of Case Officer please send your CV and a covering letter to recruitment@greenburn.co.uk by 19th May.

For more information please contact Chris McVey by email chris.mcvey@rsabi.org.uk or telephone on 07587 822 711.

Application Timeline



19th May

Closing date for applications

Please note that the application process may end earlier than the stated deadline if we receive a high volume of responses, so you are encouraged to submit your application as early as possible.



Week commencing 10th June

Interviews taking place

RSABI is committed to creating a diverse environment and is proud to be an equal opportunity employer. All suitable applicants will be considered without regard to race, colour, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability or age.

