

## **Job advertisement**

### **Care and Welfare Officer, the Oddfellows**

Established in 1810, the Oddfellows is one of the largest and oldest friendly societies in the UK, with around 360,000 members based across 99 branches nationwide. We're a non-profit mutual run by our members for our members and we do our best to improve the quality of people's lives through friendship, care and charitable support.

We are looking for a Care and Welfare Officer. The role is part of the Care and Welfare team which supports members directly and helps local Oddfellows branches to enhance the health and welfare of members.

#### **Responsibilities include:**

- Providing advice and guidance to members, branches and volunteers on the Care and Welfare Helpline and responding to written and email queries as well as maintaining records on the member database.
- Explaining eligibility criteria, how to access the benefits and support available and undertaking related follow-ups and casework. This will include supporting the Head of Care to manage the effective delivery of the Legal Aid Scheme.

This position would suit anyone with previous or current experience of working in the health and social care or voluntary and community sector.

The role is three days a week, with an annual salary of £21,318.

#### **How to apply**

Please submit a CV with a covering letter to [Olivia.Amatulli@oddfellows.co.uk](mailto:Olivia.Amatulli@oddfellows.co.uk) of up to 500 words stating:

- a) Why you are interested in the post of Care and Welfare Officer with the Oddfellows
- b) How your skills, abilities and experience match the requirements of the role

Please note we will only consider CVs that are accompanied by a covering letter.

Please refer to the Job Description to support your application.

**Closing date:** Midnight, Friday 19 July 2024

Interviews are provisionally planned for the week commencing 5 Aug.

*Applicants must have eligibility to work in the UK*

## **Job description**

### **Main purpose of role**

To work in the Oddfellows office as part of the Care and Welfare team supporting members directly and helping local Oddfellows branches to enhance the health and welfare of members.

### **Main duties**

#### **1. Information, advice and guidance**

Answering telephone calls to the Oddfellows Care and Welfare Helpline and responding to written and email queries from members, as well as Branch staff and volunteers ringing on their behalf and maintaining records on the member database.

The role will include

- Dealing with complex queries from members or branches, including around safeguarding
- Some casework, research and sharing relevant information with other team members
- 2.5 sessions / cover a week on phones/email.

#### **2. Delivery of Oddfellows benefits**

As part of the work on the Care and Welfare Helpline, you will explain eligibility criteria and how to access the benefits and support available to members through the Care and Welfare Department and undertake related follow-up and casework. This will include.

- Progressing applications for the support through the Care Benefit and putting care packages in place
- Adhoc support with Convalescence and Care Benefit administration in busy periods

#### **3. Oddfellows Legal Aid Scheme**

Provide support to the Head of Care to manage the effective delivery of the Legal Aid Scheme. This will include.

- On-going support for members and branches to navigate and access the scheme effectively
- Assisting with the recording and updating of member records for reporting and administrative purposes
- Supporting and alerting the Head of Care and CEO of any non-standard cases with additional risk or cost implications during the course of advising and supporting members and branches

#### **4. Assistance to Head of Care**

Provide any assistance to the Head of Care as requested.

## **5. Project/development work**

Assist, where requested, the Head of Care in relation to specific pieces of work to support the department.

## **6. Safeguarding**

Provide support to branches and members around safeguarding issues via the Care and Welfare Helpline and work alongside the Safeguarding Lead (Head of Care and Welfare) and Deputy Adult Safeguarding lead (Care and Welfare Officer) for the Oddfellows. This will include supporting other team members and branches with safeguarding cases and assisting with the roll out of adult safeguarding as needed.

## **7. Other**

Work with colleagues to ensure the efficient running of the Department and contribute towards the ongoing development of services to meet the needs of members.