

The Royal Society of Musicians of Great Britain job description

Title: Head of Casework

Reports to: Chief Executive

Overview

The Royal Society of Musicians is the UK's oldest music charity and provides vital financial assistance and advice to those professionally active in the world of music, who are unable to work due to accident, illness or old age. In the last five years the Society has considered 1,542 applications for assistance and distributed grants totalling £2,354,163. Casework sits at the heart of all the Society's activities and the Society prides itself on the highly personal support it gives to all its beneficiaries. In a profession where public knowledge of illness or financial difficulty has a devastating impact on an individual's career, the Society ensures that every application for assistance is treated with the utmost discretion and sensitivity.

The Society employs a staff of five, two of whom form the Casework Team. The Casework Team receive and process all casework enquiries and applications for assistance, enabling the production of monthly schedules and reports, as well as annual reviews for consideration by the Society's Governors. Casework manage and maintain the Society's relationship with all applicants and beneficiaries, conducting visits when required. Regular liaison with like-minded organisations not only enables working relationships to remain strong, but also ensures beneficiaries can be signposted to the most appropriate support networks as necessary.

The Society is now looking to increase the number of beneficiaries it supports each year. To assist with this process, a 6-month scoping project has been undertaken in partnership with performing arts health charity, BAPAM (The British Association of Performing Arts Medicine). This project has enabled detailed analysis and assessment of all aspects of Casework at the Society.

Primary Aim and Personal Attributes

Working to the Chief Executive, the Head of Casework will manage the day to day running of Casework at the Society. They will be highly empathetic and compassionate towards all applicants and beneficiaries, demonstrating a consistently high level of customer care and responsiveness coupled with patience, tact and diplomacy. They will also have an interest in music and sympathy towards the profession, recognising the value of the arts as a whole.

The Head of Casework will contribute to the development of a strategy to ensure the successful and sustainable growth of Casework within the Society. The postholder will then assume responsibility for implementation and delivery of the strategy to ensure the Society provides the highest quality of service to all those it supports. They will also develop networks across the UK, including within the charity, benevolent funds and the healthcare sectors with the primary aim of increasing awareness of the Society in those sectors, and will represent the Society at meetings and events where appropriate.

Main Responsibilities

Leadership and Strategic Development

- Contribute to the development of a strategy to increase the number of beneficiaries the Society supports each year, taking responsibility for its implementation and delivery
- Keep abreast of external factors that could impact Casework, including those in the medical, health, economic, political, and legal spheres

- Monitor the success of agreed targets and expectations, including the production and analysis of relevant statistics
- Compile and present reports to the Governors and Chief Executive to ensure all parties remain fully updated about Casework activity
- Line manage the Caseworker and other casework support staff and volunteers to ensure a high standard of work through supervision, performance management, staff development and training opportunities
- Review the Society's IT systems to ensure they maximise the potential to strengthen and streamline casework processes
- Develop and implement processes and protocols across the Casework team to ensure quality standards

Case Management and Monitoring

- Ensure the successful management of all applications for assistance, dealing with more complex cases as appropriate. Liaise with other organisations where necessary and arrange visits if required
- Develop a strategy to enable regular contact with every beneficiary including the arrangement of home visits if required
- Work within the Society's guidelines to assess each application for assistance, including social and economic circumstances
- Adhere to the Society's policies and procedures, ensuring that each applicant is offered the most appropriate support, including healthcare, financial advice or signposting to other support networks. Ensure benefit entitlements are maximised, providing guidance as required
- In partnership with the Caseworker, ensure the timely production of applications for assistance schedules, including funding proposals for approval at the Governors' monthly meetings
- Present and discuss schedules and other reports to the Governors at their meetings
- Approve grants that fall in line with relevant policies and procedures
- Develop processes to ensure the effective and timely monitoring of feedback from applicants and beneficiaries to enable a thorough understanding of the impact of grant giving at the Society
- Deal with any Casework-related incidences or grievances in an appropriate manner, documenting appropriately and developing updated procedures to implement improvements

Networks and Profile

- Initiate and develop relationships with organisations and individuals across the UK to increase awareness of the Society in the charity, benevolent fund and healthcare sectors and to increase beneficiary referrals
- Ensure relationships with current contacts, including BAPAM and the Society's Medical Advisers remain strong
- Further develop Casework's contact network through the organisation and hosting of meetings and other events
- Represent the Society at external meetings and events
- Contribute to internal and external Society communications as required

General

- Ensure all Casework team members comply with policies and procedures within the Staff Handbook, including those relating to GDPR, visiting, lone working and working with vulnerable people. Propose additions and improvements to policies where appropriate
- Ensure all staff at the Society remain up to date with more general casework matters through attendance at staff meetings or other means
- Maintain a flexible approach to the role and working at the Society
- As part of a small office team, cover day to day work when other staff members are absent
- Undertake any other responsibilities and develop initiatives as reasonably requested

Personal Specification

Casework

- Degree level qualification or equivalent. A health or social care qualification would be an advantage
- At least 5 years' experience of working in a complementary role within a charity, health, social care or welfare setting
- Proven experience of devising and implementing strategies to increase beneficiary numbers
- Full understanding of the health and welfare sector
- Experience of dealing directly with vulnerable individuals and complex cases
- Knowledge and application of the latest data protection regulation
- Ability to assess beneficiary need and develop appropriate options for support
- Experience of managing and supporting a small team
- Confidence when working with senior management and Governors

Administration

- Highly proficient IT skills
- Experience and understanding of business management software and database systems
- Ability to analyse and present statistics and produce relevant reports
- Strong written and verbal communication skills with a high standard of verbal/written English and the ability to write letters, reports and other documents
- Excellent numeracy skills and the ability to track budgets
- Strong organisational and administrative skills
- Accuracy and attention to detail
- Strong time management skills with the ability to prioritise and meet deadlines
- Flexibility in dealing with changed priorities, initiative and problem solving
- Capacity to manage a busy workload with high productivity
- Ability to assimilate new information and learn procedures
- Commitment to delivering a high standard of work
- Creative approach to taking forward new ideas
- Effective stakeholder management and partnership working

People Skills and Other

- Highly empathetic
- An interest in music and sympathy towards the music profession, recognising the value of the arts
- Consistent high level of customer care and responsiveness coupled with patience, tact and diplomacy
- Ability to deal with people at all levels in a confident and professional manner
- Team player
- Confident communicator, able to represent the Society in the public domain
- Prepared to travel across the UK where necessary (A full UK driving license would be an advantage)

Note: This job description reflects the current situation. It does not preclude change or development that might be required in the future

Terms and Conditions of employment

Salary: £45,000

Place of work: Usually 26 Fitzroy Square, London W1T 6BT, but currently home working. You will also be expected to travel to other UK locations to visit beneficiaries, and attend meetings and events, staying overnight where necessary

Hours: Full time (37.5 hours a week), permanent

Annual Leave: 20 days plus all English national (bank) holidays, plus time off in lieu for Sunday working

Pension: automatic enrolment pension