

Volunteer Role Profile



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| Volunteer Role | Caseworker |
| Volunteer Manager | SSAFA Regional Office |
| Where you will be based | Community |

Why we want you

Our vision is a society in which Armed Forces, veterans and their families can thrive. When anyone in the Armed Forces community finds themselves in need, SSAFA is the charity they can turn to – no one's service is ever forgotten.

More and more people need help, so we are growing our network of dedicated caseworkers. Come and join our team! You will be making a real difference to the lives of those who need financial, practical, and emotional support.

We value all our volunteers and the unique skills and experience they bring.

What you will be doing

- Arranging to talk with potential beneficiaries (on the phone or face to face) at a mutually convenient time
- Understanding peoples' support needs and gathering information to assess their circumstances
- Typing written case reports to apply for financial assistance
- Sign-posting to services providing specialist support, such as mental health or housing support
- Keeping beneficiaries and the SSAFA regional office up to date with progress

The skills you need

- Friendly and approachable
- Great written and verbal communication skills
- Non-judgemental
- Reliable
- Basic IT skills

What's in it for you

- Use your skills, knowledge, and life experience to benefit others
- Be part of a friendly and supportive SSAFA team
- Develop your experience and skills which you can highlight on your CV and in job interviews
- Access a range of training and learning opportunities

Disclaimer

SSAFA is committed to safeguarding and promoting the welfare of all those involved in our work and expects volunteers to share this commitment. This role qualifies for a criminal record check, which will be carried out at no cost to you. If you have a criminal record, it won't necessarily stop you from becoming a volunteer. Please read our Volunteer Vetting Guidance for more information.