

The RAF Association Volunteers Programme

Additional information for the Caseworker volunteer role

How does it work?

A member of the RAF family (known as the 'client') comes forward to the RAF Association, or the Association is notified of a person belonging to the RAF family who is in need of support. (This could be through a referral from another charity, through the client's family or other source.) The Area Welfare Officer (AWO) for the region that the client belongs to is assigned the case, who in turn will assign it to a volunteer Caseworker in their area, after first making contact with the client themselves, to establish how the Association can help.

The Caseworker will then make contact with the client to introduce themselves and arrange a time to meet (usually at the client's house). At the visit, the Caseworker will find out what kind of support the client needs, by talking with the client (and sometimes their family) and by making intelligent assessments from talking around a range of topics with the client. The Caseworker will go through the 'Form A' with the client, to identify where the client may need financial assistance. (The 'Form A' asks a range of questions about the client's financial circumstances to ascertain where the RAF Association may be able to provide monetary support).

After the visit, the Caseworker will write up a report of their visit, to include the information they were given by the client and what they observed, to submit to the AWO. The AWO will discuss with the Caseworker the next steps for the client, and between them decide if another visit will be made, or if they have sufficient information to proceed to the next steps – submitting an application for financial support or closing the case.

Where an application for financial support is being made, the Caseworker will need to provide the client with relevant updates as to where the case is and to gather further information from the client, where it is required, until the application is ready for submission.

In summary, the Caseworker volunteer will be expected to:

- Contact clients directly and make appointments to visit them
- Assess the needs of the individual clients and apply for assistance as required
- Keep in regular contact with the AWO, to discuss cases and provide updates and reports.

