

MASONIC CHARITABLE FOUNDATION

<p>Grade: Technical</p>

JOB DESCRIPTION

Job Title:	Adviser	Job Code:	
Division:	MCF – Masonic Support	Department/Home Location:	Home based
Accountable To:	Senior Adviser (North or South)	Direct Reports:	None
Team Size:	13	Geographic Working Area:	Defined individually
Peers – Own Team/Department:	Advisers	Peers (Other Departments)	Officers
Budget Responsibility:	£nil	Description of Budget:	N/A
Job Purpose:	<p>To visit and contact members of the masonic community to determine their needs and help them to access support from the MCF and other relevant agencies.</p> <p>Provide guidance, support and recommendations to assist office staff with processing applications and supporting members of the Masonic Community..</p>		

KEY RESULT AREAS:

What are the key outputs of the job? (What results do you leave behind?)	What are the success measures of the job? (How will we know if you have done your job well?)	What are the main tasks of the role? (What skills are you required to have?)	What are the main decisions that you are required to make in your job?
1. Responding to/visiting freemasons and their dependents to determine relevant support to meet their needs.	<ul style="list-style-type: none"> • Individuals and if relevant their dependents are in receipt of relevant entitlements • Appropriate external agencies have been informed if concerns are established • Responses have been dealt with in a timely way • Appropriate external agencies are identified where wider benefits can be claimed • Data protection act (DPA) is adhered to • Expert financial advice is sought where appropriate 	<ul style="list-style-type: none"> • Respond to telephone queries in a prompt and empathic manner • Personal diary management • Arrange to meet at home location in a prompt and empathic manner • Listen to individual requests and assess on a needs based approach • Determine entitlements and make arrangements by exploring and understanding personal circumstances, finances and health matters • Maintain and use up to date knowledge of UK benefit entitlements • Records are updated accurately and in timely way • Refer to experts on financial matters where advice is required 	<ul style="list-style-type: none"> • When to meet with individuals • What financial and other support can be offered by masonic charities and external agencies • When to alert external agencies in matters of concern for vulnerable adults and child protection concerns • What information needs to be held for internal records • Assessing of individual circumstances, finances and health to make appropriate recommendations • What level of care is required on referral to an RMBI home
2. Production of comprehensive reports	<ul style="list-style-type: none"> • Well written and accurate reports that provide detailed 	<ul style="list-style-type: none"> • Producing reports in line with organisational requirements 	<ul style="list-style-type: none"> • What to include that reflects discussion and

<p>detailing agreed plans and all relevant supporting documents</p>	<p>evidence of meetings and agreed actions</p> <ul style="list-style-type: none"> • All points raised in commissions are clearly and appropriately responded to • DPA is adhered to • Forms are completed accurately and within deadlines 	<ul style="list-style-type: none"> • Clear, relevant and timely production of reports • Recommendations and follow up actions are highlighted • Forwarding to team leader for verification • Read and understand commissions, clarify as necessary and respond in full • Completion of forms for external agencies 	<p>recommendations made at meeting/in conversation</p>
<p>3. Ambassadorial role for masonic charities</p>	<ul style="list-style-type: none"> • The profile and positive image is maintained for all masonic charities following all external interactions • Individuals have a clear and informed understanding of the charities role and support provided • Lodge Almoners and PGAs are well supported 	<ul style="list-style-type: none"> • Finding ways to raise awareness of the wider charities as part of their day to day work • Meeting and greeting individuals who attend UK based masonic funded holidays, as required • Attending Masonic Lodges, meetings/events to raise awareness with relevant groups as required 	<ul style="list-style-type: none"> • The wider charitable support that is provided to the masonic community • Identifying ways of raising awareness

PERSON SPECIFICATION:

Requirement	Essential	Desirable
Education	<ul style="list-style-type: none"> • A-level education or equivalent 	<ul style="list-style-type: none"> • Vocational or professional qualification in education; health or social care
Experience	<ul style="list-style-type: none"> • Significant experience of working in an educational; health or social care environment 	<ul style="list-style-type: none"> • Previous advisory role • Community based
Knowledge	<ul style="list-style-type: none"> • Good understanding of UK benefits and relevant legislation 	<ul style="list-style-type: none"> • Good understanding of financial matters such as self-employed accounts; small business accounts; bankruptcy and debt management
Skills	<ul style="list-style-type: none"> • Excellent communication skills including telephone and face to face • Good interpersonal skills including ability to show empathy • Report writing skills • Resilience • Ability to work independently and work with limited day to day supervision • Strong attention to detail especially in transposing numerical data • IT skills • Full UK driving licence 	

Note: This job description is developed as a general guideline for what is required in this role, and is not a definitive statement. The operational requirements of the organisation as well as annual objectives will influence the requirements of all jobs and employees. In other words, job holders will be expected to carry out reasonable tasks required of them, over and above what is described herein. This job description is also subject to review and change from time to time, subject to discussion with the post holder(s).

Action:	Name:	Date:
Reviewed by:	Gareth Everett	August 2016

