

**RC DIOCESE OF EAST ANGLIA**

**Job Profile**

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| **Job Title** | Clergy Welfare Co-ordinator |
| **Responsible to:** | The Vicar General and Welfare Team |
| **Location:** | “Hot desk” at Diocesan Offices and work from home |
| **Working hours:** | Up to 21 hours per week |
| **Salary** | £16,380 plus stakeholder pension |

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| **Role Summary:**  To provide an effective service with regard to Clergy Welfare support to the Diocese including contact visits, keeping records, making recommendations and following up on resulting actions as required. |

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| **Main Duties:**   1. Establish a timetable of contact visits with the clergy, taking into account the needs and situation of the individuals. 2. Meet with the clergy approaching retirement to begin the Retirement Planning Process. 3. Conduct contact visits with the clergy as appropriate, ensuring a record of the visitation is written up and made available to the Vicar General as appropriate. 4. Ensure the Vicar General and other appropriate people are kept informed of any concerns as appropriate. 5. Ensure timely responses to welfare related issues being raised. 6. Manage incoming and outgoing welfare related correspondence such as electronic mail, documentation, letters etc. in a confidential manner 7. Deal with welfare related telephone enquiries and resulting issues in a friendly, professional and timely manner. 8. Setting up and maintaining effective systems and databases, ensuring data protection/GDPR and audit requirements are met. 9. Maintain effective liaison with support agencies (e.g. adult social care, care homes) and family where appropriate to ensure the needs of the clergy are identified and met. 10. Identify benefits and entitlements which may be available, signpost to appropriate services and support clergy in making decisions. 11. Researching and procuring appropriate and cost-effective aids and adaptations for the clergy as required, obtaining relevant funding and approvals. 12. Communicate with other Diocesan departments such as Safeguarding or Finance to ensure any cross-over matters are handled smoothly and complex concerns are referred appropriately. 13. Carry out other ad hoc duties which may prove necessary for the proper performance of the position. |

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| **Specific Skills/Experience:**  **Essential:**   1. Experience in welfare related roles. 2. An up to date working understanding of current state welfare benefits and the benefits system 3. Able to work constructively and at a good pace both alone and within a team. 4. Able to prioritise and handle differing workload demands, within the framework set by the Welfare Team. 5. Able to support the development of individual care plans for clergy when required 6. Excellent attention to detail and accuracy. 7. Well organised and efficient. 8. The possessor of good written and oral communication skills. 9. Experience of communicating sensitive and difficult messages to a wide variety of people with confidence 10. Influencing and negotiating skills 11. Proficiency in appropriate IT skills such as Microsoft Word, Excel, Internet, Explorer, Outlook and PowerPoint. 12. Numerate and financially aware. 13. Ability to travel independently throughout the Diocese and beyond where necessary.   **Desirable:**   1. Experience of working in a statutory environment/organisation. 2. Understanding of the church’s welfare obligations under both civil and canon law |

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| **Personal Qualities:**   1. Sympathetic to the aims and objectives of the Catholic Church and ability to relate to its members and their work. 2. An empathetic understanding for welfare work and non-judgemental attitude essential. 3. Ability to deal with difficult and emotive subject matter in a sensitive way. 4. Able to relate and communicate with a wide variety of people at a consistently high level. 5. Able to demonstrate. 6. Have a good sense of humour, flexible and adaptable. 7. Self-motivated, able to take the initiative, and has a “can-do” attitude. 8. Able to plan own work and work independently without close supervision |

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| **Qualifications:**   1. A level or equivalent |