

Veterans Regroup CIC



Job title	Caseworker
Employer	Veterans Regroup CIC
Location	Truro Community Library, with outreach across Cornwall and occasional travel to Plymouth
Salary	£29,095.00 per annum
Hours	37.5 hours per week, including occasional evenings and weekends
Contract	Fixed term until 31 March 2029, subject to continued funding
Reports to	Managing Director
Key stakeholders	Improving Lives Plymouth, Veterans Outdoors, Office for Veterans' Affairs, Ministry of Defence, and military establishments, Armed Forces charities and CICs, NHS, local authorities and other statutory services in Cornwall.
This post is subject to a Disclosure and Barring Service (DBS) check	

Role Summary and Purpose

The Veterans Regroup Caseworker provides a high-quality, accessible, trauma-informed and person-centred casework service to veterans and the wider Armed Forces Community in Cornwall through the Truro VALOUR Hub and agreed outreach locations.

Working as an active member of the wider VALOUR team, alongside Improving Lives Plymouth as the programme's lead partner and consortium partner Veterans Outdoors, the Caseworker will assess individual needs, strengths and priorities, agree outcomes and coordinate practical support through a No Wrong Door approach.

The Caseworker will provide information, advice, advocacy and practical support within the agreed scope of the role, making timely referrals and supported connections to appropriate statutory, specialist and community services. They will maintain appropriate involvement until support has been successfully accessed, safely transferred or the case is ready to close, helping to reduce duplication, unnecessary handovers and the need for people to repeatedly tell their story.

The role ensures that members of the Armed Forces Community receive the right support, in the right place, at the right time, while maintaining consistently high standards of service, effective collaboration across the VALOUR partnership and clear, measurable outcomes.

Key Responsibilities

Person-centred casework, advice and practical support

- Provide person-centred information, advice and practical support across a wide range of issues, including welfare benefits, housing, finances, cost-of-living pressures, health and wellbeing, and access to community resources.
- Carry out registration, risk checks and structured assessments to identify needs, strengths and priorities.
- Develop clear support plans, offer guidance and advocacy within role boundaries, and ensure people are connected to the right support at the right time.
- Promote independence, informed choice and self-advocacy, offering additional support where trauma, distress or barriers to engagement exist.

Integrated working across the VALOUR partnership

- Work collaboratively with Improving Lives Plymouth and other VALOUR partners to deliver a coordinated, seamless service that reduces unnecessary handovers and repetition.
- Build effective relationships with statutory services, Armed Forces organisations, charities and community partners.
- Make timely, consent-based referrals and use warm handovers where this improves engagement, safety or understanding.
- Identify additional support needs beyond the presenting issue and help people access the most appropriate services.

Outreach, engagement and community presence

- Deliver support through face-to-face appointments, telephone and digital channels, outreach clinics, hospital and other healthcare settings and community-based services.
- Create a welcoming, trauma-informed environment at the Truro VALOUR Hub and multi-agency Armed Forces Hubs across Cornwall.
- Promote awareness of the service, respond to enquiries and support access and engagement at community, military and partnership events.
- Seek and support feedback from the Armed Forces Community to inform service development.

Records, outcomes and quality

- Maintain accurate, timely and confidential case records in CharityLog, ensuring high standards of data quality.
- Collect monitoring information, contribute to case studies and support reporting to funders.
- Use casework data to identify trends, risks, service gaps and pressures within the local support system.
- Work within safeguarding, data protection, confidentiality and professional boundaries at all times.

Team contribution, flexibility and professional development

- Support safe daily operations of the Truro VALOUR hub, including completing opening checks, confirming staffing levels, checking alarms and exits, monitoring visitor numbers, allocating emergency roles and recording incidents in line with Truro City Council's building safety arrangements.
- Participate in induction, training, supervision, reflective practice and team meetings.

- Work collaboratively with colleagues across Veterans Regroup and the wider VALOUR partnership to deliver joined-up support.
- Provide flexible support to the organisation when required, including project coordination, administrative tasks, course bookings, support monthly multi-agency Armed Forces hubs and wider service activities.
- Contribute to continuous improvement, uphold organisational policies and undertake reasonable duties aligned with the purpose of the role.
- Develop specialist knowledge over time while maintaining safe practice and agreed levels of responsibility.

Person Specification

Essential Criteria

- Recent experience in casework, welfare support, advice, advocacy, support planning or a comparable person-centred role.
- Experience supporting people with multiple needs, disadvantage, trauma, isolation or barriers to engagement.
- Experience working collaboratively with statutory, health, military, charity or community partners and making effective referrals.
- Strong understanding of safeguarding, professional boundaries, confidentiality, informed consent and data protection.
- Awareness of the issues affecting veterans, serving personnel and military families.
- Excellent spoken and written communication, listening and assessment skills.
- Highly organised and able to manage a varied caseload, competing priorities, risk and deadlines.
- Strong attention to detail and confident IT skills, including Microsoft Office and case management systems.
- Ability to work calmly, reliably and respectfully, using sound judgement and a proactive, solutions-focused approach.
- Ability to work independently while contributing positively to a team and wider partnership.
- Access to suitable transport and the ability to travel throughout Cornwall and occasionally to Plymouth.
- Willingness to undertake a Disclosure and Barring Service (DBS) check and required training.
- Flexibility to support occasional evening or weekend outreach or events.
- Willingness to support wider organisational needs when required.

Desirable Criteria

- Lived experience of the Armed Forces Community (veteran, reservist or family member).
- Detailed knowledge of Armed Forces welfare, veteran support, community outreach or a related field.
- Experience contributing to service development, partnership initiatives or multi-agency working.

Our Commitment to the Armed Forces Community

We welcome applications from members of the Armed Forces Community, including veterans, reservists and military family members, and from individuals who can demonstrate a strong

understanding of the Armed Forces Community and a commitment to supporting veterans and their families.