

Casework Services Manager (Volunteer Role)

Heroes Help is a national charity dedicated to supporting members of the Nigerian Armed Forces, veterans, and their families. We operate across six directorates, including the State Coordination team that ensures effective local implementation of our programmes. We are currently seeking a dedicated and skilled individual to join us as Casework Services Manager on a volunteer basis.

Job Profile

The Casework Services Manager plays a critical role in managing complex and escalated beneficiary cases, ensuring the delivery of high-quality, consistent support services. This role is responsible for triage, assessment, referral, and case supervision within Heroes Help's network of State Coordinators and programme teams.

Key Responsibilities

- • Manage complex and escalated cases that require specialist assessment and support.
- • Provide triage, assessment, and referral services to ensure beneficiaries receive appropriate help in a timely manner.
- • Maintain detailed, confidential case records in line with data protection (GDPR) and safeguarding requirements.
- • Support training and supervision of frontline staff and volunteers on casework practices and escalation protocols.
- • Work closely with internal departments and external partners to coordinate multi-agency responses where required.
- • Analyse case trends and provide reporting to inform programme design and risk management.

Competencies

Essential:

- • Strong analytical and decision-making skills.
- • Ability to work sensitively with confidential and complex information.
- • Excellent interpersonal, communication, and negotiation skills.
- • Proactive, organised, and detail-oriented approach.
- • Commitment to safeguarding, equality, and ethical standards.

Desirable:

- • Experience of working with military or vulnerable communities.
- • Ability to deliver training and mentorship to colleagues.

Qualifications, Knowledge, Skills & Experience

Essential:

- • Degree or professional qualification in social work, psychology, counselling, case management or related field.
- • Minimum 3 years of experience in managing complex casework or similar responsibilities.
- • Knowledge of safeguarding legislation, confidentiality, and risk management.
- • Experience in using case management systems and maintaining detailed records.

Desirable:

- • Certification in trauma-informed practice or mental health support.
- • Experience managing casework in a charity, military, or government setting.
- • Understanding of the armed forces community in Nigeria.

Benefits of Volunteering

- • Opportunity to make a real difference in the lives of Nigerian Armed Forces members and their families.
- • Professional development and training opportunities.
- • Experience working within a national charity and multi-disciplinary teams.
- • Supportive team environment and supervision.
- • Recognition for your contribution through awards, references, and networking.

To apply, please send your CV and cover letter to: enquiry.heroeshelp@gmail.com

Subject: Business Planning and Analysis Manager – Volunteer Application