



## **Provincial Welfare Officers (PWO) – Role Description**

**Lead contact:** Provincial Grand Almoner (who reports to the Deputy Provincial Grand Master)

### **Overview of Role**

The Masonic Charitable Foundation and the East Lancashire Masonic Charity supports hundreds of members of the Masonic community each year. Provincial Welfare Officers play a key role in the provision of this support by assisting potential beneficiaries to complete and return an application form for assistance.

This role is best suited to Welfare Officers of the Province who are looking to make a minimum three year commitment. This will allow the best opportunity for them to really use the training they receive as part of their induction by The Masonic Charitable Foundation.

The amount of time spent visiting will vary depending on the number of requests for support that are made.

### **Who Are We?**

We are a dedicated team who are prepared to go that extra distance to help provide assistance where needed. Like all Freemasons we care about the well-being of those who require our help”.

The Provincial Welfare Officers are trained individuals skilled in applying the resources of The Masonic Charitable Foundation (MCF) and East Lancashire Masonic Charity (ELMC) and to act without delay.

### **Training**

Provincial Welfare Officers are provided with extensive training for the role by the MCF and must successfully complete an Induction training course.

Refresher training takes place once year locally and is delivered by members of the MCF

### **Sample of Activities Required by Masonic Charitable Foundation**

Contacting applicants to arrange a suitable time and location to meet

Complete an application on their behalf to the MCF, including the relevant documentation required to support the application.

Normally on their early visits, if they so wish, they will be accompanied by another Provincial Welfare Officer from the Province

The role also involves visiting existing beneficiaries at the annual review period if applicable. These are notified by either by the MCF, the Provincial Grand Almoner or the ELMC Director of Operations at Hewlett Court.

### **Key Skills Required**

- Caring nature
- Ability to remain objective
- Good level of literacy, numeracy and IT skills
- Understanding of confidentiality and commitment to safeguarding personal information

### **Other Requirements**

- Access to a computer with printer and email
- Available to make visits at times convenient to applicants
- Access to own transport

### **Expenses**

Travelling expenses and reasonable out of pocket expenses will be reimbursed in line with the MCF expenses policy

### **Support Request for Application**

These are normally initiated by the Lodge Almoner or Lodge member by contacting the Provincial Grand Almoner or in his absence the Welfare Office at Hewlett Court

If necessary they will evaluate the request and establish what support is required and will raise a case visit by a Provincial Welfare Officer (PWO)

Please remember all that may arise is strictly confidential and is governed by the Data Protection Act and of course our Masonic code of conduct

Cases should never be discussed outside of the people involved and especially not to any other member

## **Responsibilities of the PWO before making a visit**

- Contact the applicant as soon as possible after receiving a request.  
Inform the applicant of the relevant information required in order to complete their request as follows:
- Contact for further information if required can be made by contacting the Lodge Almoner
- On contacting the applicant ask whether they require any support from a family member or Lodge Almoner regarding your visit. [If a Lodge Almoner or Lodge member is in attendance, please remember to stipulate what is discussed is of a confidential nature]
- Income/capital/savings and any other relevant information on expenditure. This may include telephone/mobile cost, gas/electric, TV licence, transport cost for visits to the Doctor or other medical support which may be required
- Check applicant is in receipt of relevant state benefits and, if appropriate, signpost the applicant towards obtaining state support
- Prepare an objective, detailed report for submission with the application
- Submit the completed application form without unnecessary delay