



SSAFA CASEWORKER COURSE PROGRAMME

Aim

At the end of this course, participants will be familiar with the knowledge, skills and attitudes that will enable them to manage a client case in its entirety.

Learning outcomes

- Establish contact with a client
- Prepare for a visit
- Conduct an effective interview with a client
- Complete an application for assistance ("Form A")
- Write a persuasive report with a request for funding
- Almonise for funds
- Signpost clients to services for which SSAFA Forces Help is unable to assist
- Close a case and end contact with a client appropriately
- Identify sources of support for volunteers and how to access them

Day 1

09:00	Registration
09:15	Welcome to the Association
09:30	Group introductions
10:00	Overview of SSAFA Forces Help and the role of a caseworker
11:00	Refreshments
11:15	Establishing contact with a client
11:45	Preparing for the visit
13:15	Lunch
14:00	Conducting an effective meeting
15:15	Refreshments
15:30	Conducting an effective meeting (continued)

16:30 Closing round

17:00 End of day 1

Day 2

09:15 Review of day 1

09:20 Completing an application for assistance
Form A sections 1-6

10:00 Completing an application for assistance
Form A sections 7-9

11:00 Refreshments

11:15 Completing an application for assistance
Form A sections 7-9 (continued)

12:00 Completing an application for assistance
Form A section 10

12:45 Lunch

13:30 Writing a persuasive report

14:15 Almonising for funds – meeting clients' needs
(Form A sections 11-14)

15:00 Refreshments

15:15 Case studies

16:55 Closing round

17:00 End of day 2

Day 3

09:15 Review of day 2

09:30 Case studies debrief

10:15 Guest speaker (Assistance Provider)

11:00 Refreshments

11:15	Tour of Branch Support
11:30	Introduction to CMS
12:00	Ending a case appropriately
12:30	Review of course and closing round
13:00	Lunch and end of course