**JOB OUTLINE**

**MEDICAL WELFARE VOLUNTARY SERVICES CO-ORDINATOR**

**THE CONTEXT IN WHICH YOU WILL WORK**

**Our Purpose**

To help people during their most critical time of need.

**Our Vision**

To be the most respected provider of welfare support for those in front line services.

**Our Mission**

To provide a high-quality medical welfare service to those who serve the nation and the community when they are in the patient care pathway, in order to deliver capability and productivity.

**Our Values**

**Commitment**  
We are passionately committed in heart and mind to the people we support, delivering our service whenever and wherever they happen to be.

**Integrity**  
We act with integrity, consistency, and honesty in all that we do.

**People**We support each other. We trust, encourage and develop our staff, because we know that it’s our people who make us what we are.

**Working Together**

We work collaboratively together and with others to provide the best possible service to the people we support.

**THE ROLE**

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| **Directorate:** | Operations | **Hours per week:** | 35 hours |
| **Responsible to:** | Area Manager | **Contract Type:** | Fixed Term |
| **Initial Base:** | CAMBRIDGE UNIVERSITY HOSPITALS NHS FOUNDATION TRUST | | |

**YOUR PURPOSE**

To improve the welfare and wellbeing of service users by accessing appropriate services, locally delivered, in a timely manner; and to help improve flow and capacity through the hospital by reducing length of stay for delayed transfers of care. To lever existing voluntary sector support, reduce avoidable costs to the NHS system including A&E attendances and hospital admissions, and support nursing teams by providing expert knowledge and understanding of welfare, wellbeing, and available voluntary sector support

**YOU WILL :-**

* Provide specialist emotional and practical support to address barriers to recovery, independent living, quality of life, and to improve welfare and wellbeing.
* Provide non-clinical support to facilitate discharge from hospital and reduce unnecessary readmissions.
* Identify, develop and adapt appropriate support solutions with organisations across the statutory and voluntary sector.
* Work across the hospital setting to assist service users in accessing a wide range of practical and emotional support based on their individual requirements.
* Act as Care Navigator and Social Prescriber, advocate for each service user, and uphold DMWS and the Trust’s values to provide effective welfare and wellbeing support.
* Provide supported access to local services and support that meet identified welfare and wellbeing needs, and provide the best possible patient pathway, care and experience.
* Identify and develop relationships with a network of voluntary services and community groups that can meet the needs and preferences of service users.
* Liaison with relevant clinical colleagues across the health economy, the voluntary sector and statutory services where appropriate.
* Support service users to navigate health and social systems by offering a personalised, confidential, coordinated and integrated approach.
* Co-ordinate the work of volunteers to ensure appropriate support is available to the service users, whilst meeting the objectives of the DMWS and the Trust in reducing unnecessary hospital attendance and readmissions, A&E attendances and social isolation, whilst increasing wellbeing and access to appropriate services and support.

**YOU WILL HAVE:**

* Excellent networking skills
* Energy and drive: a proactive self-starter who can work independently and as part of a team
* Unfaltering professionalism and a passion for welfare services
* Honesty and integrity
* Good judgement and empathy for others
* Empathy with the service life environment and socially isolated individuals
* Excellent written and verbal communication skills
* Ability to deliver interesting and impactive presentations
* Proven IT skills
* Counselling skills to provide support
* Experience of working in a health, social care or welfare environment
* Ability to keep accurate records and a good understanding of the importance of data
* A recognised Health & Social Care or Welfare qualification at Level 3 or other relevant qualification
* A current Driving Licence and access to a vehicle
* A willingness to travel occasionally and be away temporarily

**DEPLOYABILITY**

In order to be able to provide support to serving personnel, DMWS must be able to deploy to areas of conflict within the Armed Forces. Deployability involves:-

* Completion of Contractors Deploying on Operations (CONDO) Training;
* Being physically fit, able to carry out 55 kg in baggage, a daysack and Combat Body Armour
* Able to be in the correct state of mind to share washing/shower facilities, sleep on a camp bed for up to 3 months and share a large tent with others.

The likelihood of being deployed is not high, on par with being a reservist.

**BENEFITS OF WORKING WITH DMWS**

We recognise that without our staff we are nothing, they are the most important asset that we have. We offer employees the following benefits in recognition:-

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| **Salary**  A competitive salary, payable monthly | **Pension**  Matched Contributions up to 6% |
| **Death in Service Scheme**  Three times your annual salary to nominated beneficiaries | **Enhanced Sick Pay**  6 weeks full pay, 6 weeks half pay in year 1, increasing to 13 weeks full pay, 13 weeks half pay thereafter |
| **Training/Working at HQ**  For HQ Staff, and those attending training/meetings, there are modern facilities in a converted stable block, surrounded by a beautiful estate in Hampshire | **Staff Recognition**  Staff Recognition Awards are used to highlight great practice and going the extra mile |
| **Flexible Working**  All flexible working requests are considered | **Staff Get-Togethers**  Staff events are held periodically to encourage networking, support and empathy amongst colleagues |
| **Personal Development Programme**  Continuous professional development is encouraged and training opportunities are explored | **Qualifications**  All Welfare Officers are automatically enrolled onto our accredited Diploma in Welfare Studies (Level 3) & Mental Health First Aid Course |
| **Work-based Parking/Mileage**  For those who pay to park at their work-base, fees are reimbursed. Mileage allowance is 45p per mile. | **External Supervision**  All Welfare Officers are offered external clinical supervision. |

**However, working in an organisation that provides such worthwhile services means that you are giving something back, and the knowledge of that is priceless.**