**JOB OUTLINE**

**WELFARE OFFICER - BANK**

**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 | **Responsible to:** | Regional Manager |
| **Responsible for:** | No Direct Reports | **Contract Type:** | Casual |
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**YOUR PURPOSE**

**You are responsible for enabling DMWS to provide continuity of service when we are short-staffed, helping us to provide a world class, responsive medical welfare service to service user and their families, by delivering superb practical and emotional support.**

**YOU WILL :-**

* Provide a rapid, solution driven personal response in support of crisis situations, both when on duty and (in some services) when on call.
* Process referrals, correctly assessing the welfare needs of service users and their families with unfaltering professionalism and sensitivity.
* Give high quality emotional and practical support to relatives of seriously ill patients and to those who are bereaved.
* Be an enthusiastic ambassador for DMWS, liaising with stakeholders regarding patients, families as well as bigger picture matters.
* Safeguarding issues are quickly recognised and any concerns regarding children or vulnerable adults are immediately reported to the appropriate agencies.
* Risks to service delivery are highlighted and collaborative working with the Area Manager to mitigate risk to patients and rectify issues as they occur.
* Meticulous records are kept and data/reports are provided in a timely manner, with full understanding of the need to demonstrate return on investment to other agencies.
* Properly maintain professional boundaries with clients and raise concerns appropriately.
* Enthusiastically promote the organisation, generate referrals and seize opportunities.
* Facilitate knowledge transfer with others and provide a listening ear to colleagues.
* Actively contribute to a culture of innovation, resourcefulness and best practice to make the best use of your time and others.

**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
* 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 on a regular basis 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. Being able to be deployed 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.

Whilst it is a mandatory requirement for employees, it is not a requirement for workers. However, you may want to volunteer for the opportunity should it arise. 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 hourly rate, payable monthly | **Pension**Matched Contributions up to 6% (subject to auto-enrolment rules) |
| **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. Workers who regularly accept assignments are included. |
| **Flexible Working** All flexible working requests are considered depending on your assignment. | **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**Depending on your circumstances, you may be 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. The amount will depend on your contract of service/assignment. |

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