**THE ROLE**

**Job Title:** Families in transition navigator

**Base:** Belfast and Lisburn, Northern Ireland

**YOUR PURPOSE**

**You are responsible for providing a world class, responsive medical welfare service to service user and their families, by delivering superb practical and emotional support.**

The transition from military to civilian life can be daunting. It can be difficult to ask for help if feelings of loneliness escalate. This is also a situation faced by partners of serving personnel, single parent serving personnel or those with challenging family situations. In this role as a Families in Transition Navigator, DMWS Welfare Officer you will be a bridge to help.

Our unique project will connect with hard to reach veterans, partners of serving personnel, single parent serving personnel or those with challenging family situations in Northern Ireland (beneficiaries). Our success will be gauged on our effect of the following for those we engage and support pre and post transition:

* Reduced social isolation, due to geography and/or age, as links to WOs, community and local group contacts are made.
* Improved mental well-being
* Increased self-confidence, resilience and self-management
* Improved ability to live independently due to links to local support and community activities

**YOU WILL:**

* Build a bridge of communication, and then provide welfare support and utilise club activities suitable for these beneficiaries.
* Acknowledge that beneficiaries are at a critical crossover point when transitioning to civilian life. Crossing from serving to Veteran status has many complexities and communication between either sides of this wire is challenging.
* Embody the trusted intermediary that can permeate this divide and capture those transitioning individuals before they become too hard to reach.
* Highlight available support before communicating publicly to such individuals becomes too difficult. You will also seek to involve our broader beneficiaries through word of mouth and trusted closed groups.
* Work in close collaboration with two pivotal partners. These are the Northern Ireland Veterans Support Office (NIVSO) and with 38 (Irish) Brigade. The post will share a centre of gravity with both organisations.
* Reach out through direct and indirect routes, the key being capturing individuals before communication becomes very challenging; this will help prevent loneliness escalating.
* Work in an agile manner, being willing to put time and effort where organisational priorities require and approach your role with flexibility and enthusiasm.
* Ensure your services reflect the culture of DMWS and they celebrate diversity, engage staff and help the organisation to be an employer of choice.
* 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.
* Recognise safeguarding issues quickly and immediately report any concerns regarding children or vulnerable adults to the appropriate agencies.
* Highlight risks to service delivery and work collaboratively with the Regional Manager to mitigate risk to patients and rectify issues as they occur.
* Keep meticulous records are kept and provide data/reports 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.
* Identify and gladly participate in fundraising and business development 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.
* Treat everyone with dignity and respect, abiding by our Diversity & Inclusion Policy at all times and challenging any unfair practices or behaviours.

**YOU WILL HAVE:**

* Excellent networking skills
* Motivation 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 impactful 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
* To work in an agile, flexible manner, doing what it takes to get the job done.
* A working understanding of relevant legislation including GDPR, Equality Act, H&S legislation and an understanding of the Caldicott principles.
* To work in accordance with and promote our values which are:-
  + **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.
* 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, including deployment if required.

**MOBILITY & AGILITY**

DMWS as a charity was originally set up in 1943 to provide a welfare service to the armed services during World War 2. Our staff deployed alongside the military to provide welfare support to the people who needed our help during times of conflict and have done this ever since.

We have always been able to be flexible and offer help when it is most needed. DMWS is an agile, responsive organisation, as proved during our response to the COVID-19 pandemic, with staff changing the way they provide services to our regular clients; as well as rolling up their sleeves and getting stuck in to provide support to NHS staff and other frontline services in ways we would never have predicted.

As an employee of DMWS, you need to be flexible and agile too whatever your role. There is no room for staid thinking or inflexibility. We provide creative, person-centred welfare support and our staff need to have an open mind in how they best do that.

Employees will be employed by DMWS and may not work in just one service or project. They may work for different managers and across different geographical areas during their employment with us.

Everything we do is driven by the needs of the people we serve, but it is by serving them best we experience great job satisfaction, knowing that we have made a real difference at the end of the day.

Because of the nature of our services, welfare officers in particular may need to deploy to areas of conflict. Whereas all our staff need to be willing to work at different locations in the short term, or on different projects, Welfare Officers and their managers may need to be ready to deploy to those areas of conflict, often at short notice if required to do so.

Before any Welfare Officer or Manager deploys to an area of conflict, they would:-

* Attend a medical and possibly be asked to be vaccinated against risks in the area that they will be going to;
* Complete Contractors Deploying on Operations (CONDO) Training;
* Be 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.

(Please note that Welfare Support Workers would not be expected to deploy to areas of conflict).



**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**  Our HQ are is based in 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 and lots of our staff do work flexible hours or in flexible locations. | **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) |
| **Work-based Parking/Mileage**  For those who pay to park at their work-base, fees are reimbursed. Mileage allowance is 45p per mile.  **Smart Health**  Access to a 24/7 virtual GP service, with a counselling service and on-line help and support around health and well-being matters | **External Supervision**  All Welfare Officers are offered external clinical supervision.  **Annual Leave**  We give employees 30 days a year annual leave plus Public Holidays. |