



## THE ROLE

### Welfare Support Worker

#### YOUR PURPOSE

The Welfare Support Worker is responsible for providing as part of a team, a high quality and responsive medical welfare service to patients, their families and other groups as required across a range of settings. This could be in hospital, rehabilitation, and recovery settings as well as the community. The Welfare Support Worker will work alongside the Welfare Officer dealing with service users welfare requirements.

#### YOU WILL :-

- 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.
- Ensure that welfare support is effectively and professionally delivered, maintaining and promoting the standards and values of the organisation.
- Ensure a first class service is provided to patients and families through delivery of excellent practical and emotional support including that required by relatives of seriously ill patients and to those who are bereaved.
- Process referrals yourself, referring complex referrals for welfare support to your link Welfare Officer/line manager to ensure they are dealt with effectively and efficiently
- Work hard to ensure that all person centred support plans are designed and delivered to achieve positive and sustainable outcomes for service users and their families.
- Develop and maintain excellent liaison and communication with relevant parties including DMWS line management, NHS staff, medical and social care professionals, community support services and any other relevant partner agencies.
- Ensure that high quality written and verbal reports and are produced in a timely fashion and that accurate data input requirements are adhered to with maximum compliance.



- Deliver a professional and proactive approach to the identification and management of risk and safeguarding matters, ensuring that concerns are reported to your line manager and the appropriate parties in accordance with both statutory, service and organisational requirements.
- Ensure full compliance with data protection legislation including GDPR and responsible management of sensitive information.
- Undertake both 1 to 1 professional supervision with line manager and external clinical supervision to maintain personal and professional wellbeing.
- Undertake training as required.
- Display strong organisational awareness and commitment through positive engagement with line management, regional and national colleagues and DMWS HQ activities.

#### YOU WILL HAVE:

- The ability to deliver person centred support plans/ case management
- An ability to problem solve and to find creative, appropriate solutions to welfare needs
- The ability to work effectively and safely under limited supervision or within a wider team
- The ability to identify and address safeguarding issues
- Competent IT skills and the ability to utilise new systems with training
- Excellent communication skills and be a problem solver
- The ability to demonstrate emotional intelligence in a demanding role
- Have an empathy with the service life environment
- Be motivated and passionate about helping others
- 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.
- 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 2 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 if required.

## **MOBILITY & AGILITY**

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.

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



Defence Medical  
Welfare Service  
Supporting  
the frontline

## **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: -

### **Annual Leave**

We give employees 30 days a year annual leave plus Public Holidays (pro-rata'd for part-time employees).

### **Pension**

Auto enrolment onto DMWS workplace pension scheme – subject to eligibility. You will make a minimum contribution of 5% which DMWS will match. Contributions will be matched up to 6% by DMWS.

### **Death in Service Scheme**

Three times your annual salary to nominated beneficiaries - subject to eligibility

### **Flexible Working**

All flexible working requests are considered - many of our staff work flexible hours and work wholly, or partly from home.

### **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

### **Work-based Parking/Mileage**

For those who pay to park at their work-base, fees are repaid through expenses. Mileage claims are reimbursed in line with HMRC guidelines.

### **Enhanced Sick Pay**

Enhanced sick pay scheme for all employees upon completion of their probationary period.

### **Staff Recognition**

Staff are regularly recognised for their work by the leadership team and their peers, via internal events, social media, and industry awards.

### **Personal Development Programme**

DMWS supports employee continuing professional development and training.

**Above all, being part of the DMWS team, means that you are making a difference to the lives of those working on the frontline.**