



Job Title: NHS Greater Glasgow & Clyde (NHSGGC) Veteran Support Coordinator (VSC).

Initial Base: NHSGGC Board Area

YOUR PURPOSE

The NHS GG&C Veteran Support Coordinator (VSC) is a joint post between the Defence Medical Welfare Service (DMWS) and NHSGGC.

You will ensure that veterans have access to bespoke person centred support in hospital and on the transition back home. You will be responsible for building on existing internal veteran support as well as working across an existing network including the DMWS and Helping Heroes, a partnership between the Soldiers, Sailors, Airmen and Families Association (SSAFA) and Glasgow City Council Armed Forces.

YOU WILL:

- Lead on conducting a review of current processes, referral networks and support available for veterans across hospitals, primary care and community health support available to veterans.
- Line manage the Welfare Officer provision across NHSGGC.
- Establish a network of Armed Forces and Veteran 'champions' from each GGC hospital and Health and Social Care Partnership (HSCP).
- Build networks to improve peer connections and share learning and experience with other NHS Health Boards and the Scottish Veterans Care Network to enhance awareness and support for the Armed Forces community and other military and non-military charity groups.
- Assess welfare need and liaise with clinical teams to develop support packages offering emotional and practical support. This will include identifying and accessing solutions to address the psychosocial factors impacting on recovery, discharge and future health and wellbeing.

- Capture evidence of outcomes and propose amendments to processes where required. The role will work collaboratively with NHSGGC to capture data through patient and hospital surveys and case studies.
- Identify opportunities to secure future funding for Armed Forces and Veteran support, identify and participate in fundraising and business development opportunities.
- Review signposting procedures and make recommendations for improvements and implementation.
- Link and promote a network of veterans' charities and local and statutory organisations that provide health related and welfare support to veterans.
- Develop veteran referral pathways across Primary and Secondary care.
- Develop mental health pathways in partnership with HSCP Leads.
- Coordinate NHS training focusing on Veteran Aware issues and mental health support.
- Support veterans with welfare needs, issues and concerns.
- Improve awareness of the Armed Forces Covenant across NHSGGC and other partners.
- Ensure key clinical leads, particularly in areas where veterans are more prevalent, have a robust awareness of and understanding of NHS Board Veteran processes.
- Build community links with organisations that can provide veterans with ongoing physical and mental health support.
- Be the link to the Scottish Veterans Care Network (equivalent of Veterans Trauma Network in NHS England) and other peer support.
- Improve links with GPs and community health and social care services to aid continuity of support for veterans.
- 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 DMWS Regional Manager to mitigate risk to patients and rectify issues as they occur.
- Keep meticulous records and ensure data/reports are provided in a timely manner, with full understanding of the need to demonstrate return on investment to other agencies.
- Enthusiastically promote the organisation, generate referrals and seize opportunities.
- Treat everyone with dignity and respect, abiding by our Equality, Diversity & Inclusion Policy at all times and challenging any unfair practices or behaviours.

YOU WILL HAVE:

- A recognised Health & Social Care or Welfare qualification at Level 3 or other relevant qualification.
- An ability to prioritise your workload, approaching the role with flexibility and enthusiasm.
- To ensure your services reflect the culture of DMWS and they celebrate diversity, engage staff and help the organisation to be an employer of choice.
- To be an enthusiastic ambassador for DMWS, liaising with stakeholders regarding patients, families and other parties.
- Ability to deliver interesting and impactful presentations.
- Excellent networking skills.
- Experience of working in a health, social care or welfare environment.
- An ability to keep accurate records and a good understanding of the importance of data.
- A working understanding of relevant legislation including GDPR, Equality Act, H&S legislation and an understanding of the Caldicott principles regarding the confidentiality and sensitivity of patient information.
- Motivation and drive to work independently and as part of a team.
- Professionalism and a passion for welfare services.
- Good judgement and empathy for others.
- Empathy with the service life environment.
- Excellent written and verbal communication skills.
- Proven IT skills.
- A current driving licence and access to a vehicle.
- A willingness to travel on a regular basis and be away temporarily.
- 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.