



Role Description

Role Summary			
Job Title:	DMWS Family Welfare Officer	People Responsibility:	0
Function:	Family Welfare Support		
Geographic Responsibility:	London- community based and travel required		
Reports to:	Operations Manager	Base Location:	Home based (London)

Role Purpose

The DMWS Family Welfare Officer will be community based throughout London, they will be the single point of contact (SPoC) for families or carers of Veterans who are admitted or receiving health treatment in London acute or mental health services. The post is a full-time position. The incumbent will be required to travel frequently throughout the region. The role will sit within the Op Courage Team within London but will work with NHS trusts and form excellent networks with statutory and third sector organisations within the region.

Key Accountabilities

- To improve the mental well-being, confidence, resilience and to promote effective self-management of service users.
- Providing high-quality emotional and practical support to military families, professionally and sensitively in particular to those who are seriously ill, injured or bereaved.
- The FWO will be deeply embed in the local community with strong links and interactions with the local NHS Trusts. Co-ordinating and linking families to local initiatives
- They will support individual family members, and the family as a whole, to assess needs and provide support to identify and access solutions to improve, promote improved physical and mental wellbeing.
- Understanding and promoting the armed forces covenant and ensuring families are not disadvantaged in anyway.
- Increasing social interactions of service users to prevent isolation and enabling improvements in overall personal welfare
- Process referrals through our own record systems, keeping regular and meticulous records of active service support up to date and progressing cases to conclusion
- Promote the services of DMWS and market local activities to attract service user participation locally and generate referrals, through NHS Trusts and the local community
- Reporting to the Operational Manager and Head of Region

Key Capabilities/Knowledge

- Demonstrate passion and experience of working in a welfare, social or health-based role, in particular working with families providing welfare support
 - Ability to work flexibly, independently and confidently with service users, understanding the needs of individuals within the family
 - Excellent team working skills and the ability to work collaboratively to ensure the best outcome for the service user
 - Experience/understanding of the military environment
 - Experience liaising with local community based activities
 - Ability to work under pressure and able to coverage a large geographic area
 - Experience working with families and familiarity with safe guarding protocols in community settings, reporting cases as required to appropriate agencies
 - Understanding professional and personal boundaries when managing cases and raise any concerns or issues that may arise as appropriate
 - Excellent IT skills, experience using Microsoft applications
 - Counselling skills
 - Motivation and drive
 - Honesty and integrity
 - Excellent written and verbal communication
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