

DMWS: Leeds Based Welfare Officer - Job Description

Role Summary			
Job Title:	Welfare Officer	People Responsibility:	0 – None
Function:	Operations		
Geographic Responsibility:	Leeds		
Reports to:	Head of Region and Operations Director	Base Location:	Home Based, with occasional visits to community / NHS locations

Role Purpose

As part of a proof-of-concept pilot service, you are responsible for providing a world-class, responsive medical welfare service to workforce across health and care organisations within Leeds. This includes third sector, private and independent as well as statutory partners.

Working in partnership with Leeds Health and Care Academy, and as part of a proof-of-concept pilot service, DMWS will deliver targeted welfare support in the Leeds area to a diverse workforce made up of NHS and 3rd sector employees.

The welfare officer role will be complex and dynamic and will have wide ranging responsibilities, including the promotion and management of quality referrals (both receiving and making); strong stakeholder engagement; an operational awareness of the services and organisations relevant to the Leeds area; and the experience and ability to deliver high quality welfare support to the health and care workforce in Leeds in a professional, person centred and sensitive manner.

To achieve the aims of the pilot, DMWS and the Leeds Health and Care Academy will deliver against the city's strategic workforce priorities, focusing on supporting the integration of workforce across organisational boundaries; partnership working; preventing ill health in the workplace; narrowing inequalities; improving access to learning; and improving health and wellbeing.

The role of the DMWS Welfare Officer is to not only deliver the welfare support to help achieve these goals, but to provide robust and detailed data to support and evidence the successful outcomes of the service.

Key Accountabilities

- Work in an agile manner, being willing to put time and effort where organisational priorities require and approach your role with flexibility and enthusiasm.
- Be an enthusiastic ambassador for DMWS, liaising effectively and professionally with all stakeholders and ensure your services reflect the culture of DMWS.
- 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 with unfaltering professionalism and sensitivity.
- 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 Head of Region and Operations Manager to mitigate risk to service users 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.
- Properly maintain professional boundaries with clients and raise concerns appropriately.

- Enthusiastically promote the organisation, generate referrals, seize opportunities, 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, always abiding by our Diversity & Inclusion Policy and challenging any unfair practices or behaviours. Celebrate diversity and help the organisation to be an employer of choice.

Key Capabilities/Knowledge

- Experience of working in a health, social care, or welfare environment, ideally with experience of the Armed Forces Community; NHS, 3rd Sector organisations, and local authority staffing requirements.
- Excellent networking and stakeholder management skills
- Motivation and drive: a proactive self-starter who can work independently and as part of a team.
- Unflinching 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
- 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 UKGDPR, Equality Act, H&S legislation, and an understanding of the Caldicott principles regarding the confidentiality and sensitivity of patient information.

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 is 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 current Driving License and access to a vehicle is essential.
 - A willingness to travel on a regular basis and be away temporarily, including deployment if required - DMWS Prides itself on being an organisation which has been deployed to provide welfare support to the British Armed Forces in times of need, and we always retain this as an operational possibility.

Experience & Qualifications

1. A recognised Health & Social Care or Welfare qualification at Level 3 or other relevant qualification
2. Operational experience gained in complex challenging environments, ideally Military, Policing, NHS or Social Care.
3. Experience of working with complex service users/ multi agency staffing teams/person centred support delivery.

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.