



THE ROLE

Job Title: DMWS Welfare Officer

Base: Belfast and Northern Ireland wide

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.

As a DMWS Welfare Officer you will be working with serving personnel on a medical pathway primarily in the secondary healthcare setting in NI. You will also help individuals and families with their transition from military to civilian life. This process 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.

This post will be full time with an on-call requirement. It will operate as part of a small team across contracts dealing with currently serving military personnel and hard-to-reach veterans, partners of serving personnel, single parent serving personal or those with challenging family situations in Northern Ireland. Our success will be measured on our effect of the following for those we engage and support:

- A raised awareness by our SU group of the particular security circumstances in NI
- An understanding by the military chain of command of our role, outcomes and impact of our services.
- Improved mental well-being, Increased self-confidence, resilience and self-management of our entire patient group.
- An improved ability for families transitioning from the military to live independently due to links to local support and community activities.
- The positive outcomes of reduced social isolation, due to geography and/or age, as links to community and local group contacts are made.

YOU WILL:

- Understand and articulate the established military process of secondary healthcare referral in NI to our service users.
- Be the cross over point of contact when service users and their families are transitioning to civilian life.
- Maintain a bridge of communication and provide welfare support and utilise club activities suitable for those families in transition.



- You will work in close collaboration with three pivotal partners: the Northern Ireland Veterans Support Office (NIVSO) and with 38 (Irish) Brigade (38X) and with the Military Patients Administration Cell (MPAC). The post will engage daily with all three organisations.
- You will 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.
- Safeguarding issues are quickly recognised and any concerns regarding children or vulnerable adults are immediately reported to the appropriate agencies.
- Risks to service delivery are highlighted and collaborative working with the Regional Manager to mitigate risk to patients and rectify issues as they occur.
- Meticulous records are kept and 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 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.
- 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.
- 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.



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.

Family Friendly Leave/Other Leave

Enhanced maternity/paternity/adoption and shared parental leave.

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.

DSE Allowance

£25 contribution towards eye tests and a contribution of £50 towards glasses. (As long as they are only needed for DSE use and not otherwise needed on a standard prescription).

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