**DMWS: Catterick Based Welfare Officer - Job Description**

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| **Role Summary** |
| Job Title: | **Welfare Officer** | People Responsibility: | 0 – None  |
| Function: | Operations |
| Geographic Responsibility: | **Catterick**  |
| Reports to: | **Head of Region and Operational Delivery Manager**  | Base Location: | **Catterick Garrison / Community / Home** |
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| **Role Purpose** |
| Based at Catterick Garrison and the immediate area, The DMWS welfare officer will be supporting serving personnel and their families by providing a world-class person-centred service to address identified needs; improving the health and wellbeing of everyone we support. Working closely with the serving community and key garrison contacts (including Op COMMUNITY) etc.) , referrals will be received for often complex, and crisis driven needs, these could include, but are not limited to, wellbeing needs such as finances, housing, health, family, access to services etc. In addition to their own support provision, the DMWS welfare officer will make intelligent supported referrals to partner organisations to create an extended support network tailored specifically for that individual or family, addressing support needs with the utmost professionalism and sensitivity. Successful outcomes and achievements include the reduction, or prevention of issues that have a detrimental effect on the health and wellbeing of the people we support, and the subsequent benefits to the armed forces community of a healthy workforce.  |
| **Key Accountabilities** |
| * Provide a world class, professional service in an extremely sensitive environment
* 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.
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| **Key Capabilities/Knowledge*** Experience of working in a health, social care, or welfare environment, ideally with experience of the Armed Forces Community.
* Excellent networking and stakeholder management skills
* Motivation and drive: a proactive self-starter who can work independently and as part of a team.
* Unfaltering 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 Togethe**r - 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 a requirement
* 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.
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| **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, or NHS
3. Experience of working with complex service users/ multi agency staffing teams/person centred support delivery.
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| **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 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.
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