**THE ROLE**

**Job Title:** DMWS Welfare Officer for the Armed Force Community

**Base:** University of Birmingham Hospitals NHS Trust (QE) and Royal Centre for Defence Medicine (RCDM) Birmingham.

**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 both serving and veteran personnel on a medical pathway primarily in the secondary healthcare setting in Birmingham. Your role will be to help individuals and families from the entire military community with a particular focus on hard-to-reach veterans their families and carers. Many veterans are unaware of the help available through the Armed Forces Covenant, and some find it difficult to ask for help.

This post is full time with an on-call requirement. You will operate as part of a small team across dealing with serving military personnel, veterans and their families in Birmingham.

**YOU WILL:**

* Work in close collaboration with three pivotal partners: the military staff at RCDM, University of Birmingham NHS Hospital Foundation Trust clinical and administrative staff and with the Hospital Armed Forces Champion. The post will engage with all three organisations.
* 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
* 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
* 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 in recognition: -

|  |  |
| --- | --- |
| **Salary**  A competitive salary, payable monthly | **Pension**  Matched Contributions up to 6% |
| **Death in Service Scheme**  Three times your annual salary to nominated beneficiaries | **Enhanced Sick Pay**  6 weeks full pay, 6 weeks half pay in year 1, increasing to 13 weeks full pay, 13 weeks half pay thereafter |
| **Training/Working at HQ**  Our HQ are is based in modern facilities in a converted stable block, surrounded by a beautiful estate in Hampshire | **Staff Recognition**  Staff Recognition Awards are used to highlight great practice and going the extra mile |
| **Flexible Working**  All flexible working requests are considered and lots of our staff do work flexible hours or in flexible locations. | **Staff Get-Togethers**  Staff events are held periodically to encourage networking, support and empathy amongst colleagues |
| **Personal Development Programme**  Continuous professional development is encouraged and training opportunities are explored | **Qualifications**  All Welfare Officers are automatically enrolled onto our accredited Diploma in Welfare Studies (Level 3) |
| **Work-based Parking/Mileage**  For those who pay to park at their work-base, fees are reimbursed. Mileage allowance is 45p per mile.  **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 matter | **External Supervision**  All Welfare Officers are offered external clinical supervision.  **Annual Leave**  We give employees 30 days a year annual leave plus Public Holidays. |