**THE ROLE**

**Job Title:** Welfare Officer **Initial Base:** Hospital-based

**YOUR PURPOSE**

**You are responsible for providing a world class, responsive medical welfare service to service users and their families, by delivering superb practical and emotional support.**

**YOU WILL :-**

* 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.
* 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 Regional Manager to mitigate risk to patients 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 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 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’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.

**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.**