The Role will include:

-  Being a bridge between clinical leads, discharge teams and the veteran patient.

-  Constructing networks with local community groups, statutory and third sector organisations, both military and non-military.

-  Building rapport with the veteran patient to assess their needs and concerns, and then putting together an appropriate support package, which may involve making onward referrals to other veteran charities, social services, or engagement with the clinical team.

-  Offering emotional and practical support to identify and access solutions that will address the psychosocial factors impacting on recovery, discharge, future health and wellbeing.

-  Advocating for the veteran, including helping to resolve communication issues with hospital staff and GPs.

-  Timely and accurate upkeep of service user records on the DMWS Portal, including capturing evidence of outcomes.

-  Raising awareness about the Armed Forces Covenant and the issues faced by the armed forces community, including talking to NHS Teams , giving presentations, input to Armed Forces Week communications and Remembrance Day.

Working as part of a team you will support veterans and other members of the armed forces community receiving NHS care either in hospital or at home.  This will include veterans seeking access to mental health services.

What makes a good DMWS Welfare Support Worker:

 ·      Excellent networking skills, motivation and drive

·       A confident proactive self-starter who can work independently and as part of a team

·       Unfaltering professionalism and a passion for helping people

·       Honesty and integrity

·       Good judgement and empathy for others

·       Empathy with the Service life environment

·       Excellent written and verbal communication skills

·       Excellent organisational skills

·       Resilience

·       Ability to manage difficult situations whilst remaining calm, friendly and professional

·       Flexible and creative approach to problem solving

·       Experience of the provision of mental health services would be beneficial

·       Experience of working in confidential situations with an understanding of when and how to share sensitive information with customers and relevant agencies

·       Experience of planning and managing your own workload, with minimal supervision

·       Ability to deliver presentations with confidence