**THE ROLE**

**Job Title:** Bank Welfare Officer

**Base:** Greater Glasgow and Clyde

**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. 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.

You will operate as part of a small team dealing with serving military personnel, veterans and their families.

**YOU WILL:**

* 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 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 used 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.

**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 mental 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 current Driving Licence and access to a vehicle
* A willingness to travel on a regular basis and be away temporarily, including deployment if required.