**DMWS Welfare Office – NHS Tayside**

**Job Title:** Welfare Officer

**Contract Type:** Full Time

**Base:** NHS Tayside, Scotland

**Salary:** £26,323.00 per annum

**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.**

As a DMWS WO you will be based at Ninewells Hospital and will work closely with clinical teams to identify veterans (and other members of the Armed Forces Community) who would benefit from non-clinical welfare support and to make sure that those who are caring for them understand any needs and concerns. You will coordinate with discharge hub staff who have strong links to the health and social care partnerships but no dedicated knowledge of the Armed Forces Community or the many third sector organisations available to offer additional support to veterans and their families.

**YOU WILL:**

* Be a bridge between clinical leads, discharge teams and the veteran patient.
* Construct networks with local community groups, statutory and third sector organisations both military and non-military.
* Build rapport with the veteran patient to assess their needs and concerns, and then put together an appropriate support package, which may involve making onward referrals to other veteran charities, social services, or engagement with clinical teams.
* Offer emotional and practical support to identify and access solutions that will address the psychosocial factors impacting on recovery, discharge, future health and wellbeing.
* Advocate for the veteran, including helping to resolve communication issues with hospital staff and GPs.
* Make timely and accurate updates to service user records on the DMWS Portal, including capturing evidence of outcomes.
* Raise 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.
* Work as part of a team to 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