# A lion holding a staff Description automatically generatedTHE ROLE

**Job Title:** Veterans Mental Health Peer Support Worker

**Base:** Dumfries and Galloway

**Salary: £26,323.00 per annum**

**YOUR PURPOSE**

**You are responsible for providing non-clinical empathetic, non-judgemental, and responsive mental health peer support services to veterans in Dumfries and Galloway by delivering superb emotional and practical support.**

**YOU WILL :-**

* Work collaboratively and cohesively as part of a joint DMWS and NHS Dumfries and Galloway Team delivering mental health support to veterans.
* Process referrals to the Peer Support Service, correctly assessing the needs of the service user with unfaltering professionalism and sensitivity.
* Establish a supportive and respectful relationship with service users to help them identify their needs, drawing on your mutual resources as peers.
* Model personal responsibility, self-awareness, and positivity to inspire and instil confidence in service users.
* Give high quality emotional and practical support to veterans and to their relatives where this is appropriate.
* Recognise safeguarding issues quickly and immediately report any concerns in line with company policy.
* Recognise anyone in crisis and follow company policy to ensure their immediate needs are met.
* Provide a rapid, solution driven personal response and an empathetic listening ear.
* Deliver support at the patient’s hospital bedside, in their home (or another safe location) or remotely over the telephone.
* Highlight risks in line with guidance and work collaboratively with NHS D&G colleagues to ensure that the veteran accesses the right level of support.
* 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.
* Treat everyone with dignity and respect, always abiding by our Diversity & Inclusion Policy and challenging any unfair practices or behaviours.
* Enthusiastically promote the organisation, generate referrals, and seize opportunities
* Be an enthusiastic ambassador for DMWS, liaising with stakeholders regarding patients, families as well as bigger picture matters.
* Actively contribute to a culture of innovation, resourcefulness, and best practice to make the best use of your time and others.
* Work in an agile manner, being willing to put time and effort where organisational priorities require and approach your role with flexibility and enthusiasm.

**YOU WILL HAVE:**

* A very close association with service life and ideally be a veteran yourself
* Genuine empathy and understanding of the service life environment
* Unfaltering professionalism and a passion for supporting others in times of need
* Excellent communication skills: be a good listener, respond appropriately and strike up rapport and trust.
* Experience of working with people with mental health issues or working in a mental health, welfare or social care environment
* Counselling skills or proven experience of providing peer support type services
* Honesty and integrity
* Good judgement and problem-solving skills
* Motivation and drive: a proactive self-starter who can work independently
* Proven IT skills (you must be a confident IT user, knowledgeable using Microsoft Word, Excel and Teams)
* 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.
* A recognised Health & Social Care or Welfare qualification at Level 3, a counselling qualification or other relevant qualification or proven experience
* A current Driving License and access to a vehicle for the purpose of your work.
* A willingness to travel on a regular basis across the health board area and when needed elsewhere for meetings or company gatherings.
* 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 is 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.

**DMWS IN SCOTLAND**

DMWS work in partnership with seven NHS health boards supporting veterans through their medical pathways and out in the community. The successful candidate will be part of a wider team of 14 staff across Scotland.  Referrals will be received from numerous health and social care staff who will be dealing with veterans at different stages of their medical pathway. In addition to providing regular peer support contact opportunities, you will assess the veteran’s wider wellbeing needs such as finances, housing, social isolation etc and with their agreement make intelligent supported referrals to partner organisations to create an extended support network tailored specifically for that individual.