**NHS Lanarkshire DMWS Welfare Officer (WO) Advert**

**THE ROLE**

**Job Title:** Welfare Officer (Full time)

**Base:** NHS Lanarkshire

**Salary: £26,849.00 per annum**

Do you want to make a real difference to the lives of people in the Armed Forces Community? Do you have experience in providing support to others? We are looking for someone with strong interpersonal skills, able to work as part of a team both internally and externally and who is compassionate and passionate about supporting the Armed Forces Community.

**ABOUT US**

DMWS is an international charity that has been providing medical welfare support to the Armed Forces Community for over 80 years. We are now recruiting a Welfare Officer to work across the NHS Lanarkshire Health Board area, with a base at University Hospital Hairmyres.

The responsibilities of the Welfare Officer (WO) will include the delivery of welfare support, the development of strong professional networks, and the effective management of referrals relating to the Armed Forces Community (veterans, reservists, serving members and their families); ensuring that they receive effective and empathetic support during their hospital stay and when they return home.

DMWS WOs must be flexible and mobile; while this role is hospital based you will be expected to visit people once they return home; to engage with clinical teams across NHS Lanarkshire and work closely with other DMWS staff operating in other health board areas. In return, you will be working within a dynamic organisation, making a real difference and receiving great benefits, including 30 days leave (pro rata) plus bank holidays, enhanced sick pay, up to 6% matched pension contributions, death in service benefits, access to Smarthealth with a 24/7 virtual GP Service and great training opportunities.

**YOUR PURPOSE**

**You are responsible for providing empathetic, non-judgemental, and responsive welfare support to veterans and other members of the Armed Forces Community living in Lanarkshire by delivering superb emotional and practical support.**

**YOU WILL :-**

* Work collaboratively and cohesively as part of the local and wider DMWS Scotland team
* Identify patients who need support and build a rapport with them to assess needs and concerns with unfaltering professionalism and sensitivity
* Offer emotional and practical support to identify and access solutions that will address the psychosocial factors impacting on recovery, discharge, and future health and wellbeing
* Be a bridge between clinical leads including discharge teams and the armed forces patient
* Construct networks with local community groups, statutory and third sector organisations – both military and non-military
* Build a support package and make onward referrals or links to clinical teams and others
* Recognise safeguarding issues quickly and immediately report any concerns in line with company policy
* Deliver support at the veteran’s hospital bedside, in their home (or in another safe location) or remotely over the telephone.
* 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.
* Model personal responsibility, self-awareness, and positivity to inspire and instil confidence in service users
* Enthusiastically promote the organisation, generate referrals, and seize opportunities Increase awareness of the issues faced by the armed forces community from the perspective of Veterans and also Serving community – what can be done to improve the pathways
* 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; be willing to put time and effort to organisational priorities and approach your role with flexibility and enthusiasm

**YOU WILL HAVE:**

* **Ideally you will be a veteran** or have a very close association with service life
* 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 welfare or mental health issues, or working in a mental health, welfare or social care environment
* 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 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.

**One of the following qualifications is desirable but not essential**

* Mental Health Peer Support SCQF Level 7

or

* Counselling skills qualification

or

* A recognised Health & Social Care or Welfare qualification at Level 3

or

* Social science NHD or degree