

DMWS: Furness General Hospital based Armed Forces Welfare Officer - Job Description

Role Summary			
Job Title:	Armed Forces Welfare Officer	People Responsibility:	0 – None
Function:	Operations		
Geographic Responsibility:		Barrow-in-Furness	
Reports to:	Operations Manager	Base Location:	Furness General Hospital

Role Purpose
<p>Based within Furness General Hospital, The DMWS Armed Forces Welfare Officer (AFWO) will support armed forces community members within the patient's care pathway, providing person centred support to address nonclinical needs, and improving discharge time of the service users to the community.</p> <p>Referrals will be received from a variety of health and social care staff who will be dealing with veterans, their carers or family, at different stages of their medical pathway. The AFWO will assess their needs such as finances, housing, social isolation etc. with the aim of improving their wellbeing. AFWOs will make supported referrals to partner organisations to create an extended support network tailored specifically to that individual.</p> <p>The AFWO will be expected to carry out daily networking with partner agencies, making sure that their presence is known by Trust staff. With an NHS focus on getting people 'community ready' to go home, AFWOs will contribute to this ongoing effort, right from an individual's admission to hospital, or working with clinics to prevent admission. This would mean that DMWS staff would operate across all of the inpatient and outpatient departments.</p>
Key Accountabilities
<ul style="list-style-type: none"> ▪ Work in an agile manner, being willing to put time and effort where organisational priorities require and approach your role with flexibility and enthusiasm. ▪ Be an enthusiastic ambassador for DMWS, liaising effectively and professionally with all stakeholders and ensure your services reflect the culture of DMWS. ▪ Provide a rapid, solution driven response in support of crisis situations, when on duty. ▪ Process referrals, correctly assessing the welfare needs of service users with unfaltering professionalism, compassion, and sensitivity. ▪ Recognise safeguarding issues quickly and immediately report any concerns regarding children or vulnerable adults to the appropriate agencies. ▪ Highlight risks to service delivery and work collaboratively with the Director of Region and Operations Manager to mitigate risk to service users and rectify issues as they occur. ▪ Keep meticulous records and ensure data and reports are provided in a timely manner, with full understanding of the need to demonstrate return on investment to other agencies.

<ul style="list-style-type: none"> ▪ Properly maintain professional boundaries with clients and raise concerns appropriately. ▪ Maintain confidentiality, in line with the Trust's policies and procedures. ▪ Enthusiastically promote the organisation, generate referrals, seize opportunities, and gladly participate in fundraising and business development opportunities. ▪ Facilitate knowledge transfer with others and provide a listening ear to colleagues. ▪ Actively contribute to a culture of innovation, resourcefulness, and best practice to make the best use of your time and others. ▪ Treat everyone with dignity and respect, always abiding by our Diversity & Inclusion Policy and challenging any unfair practices or behaviours. Celebrate diversity and help the organisation to be an employer of choice. 	<ul style="list-style-type: none"> ▪
<p>Key Capabilities/Knowledge</p> <ul style="list-style-type: none"> ▪ Experience of working in a health, social care, or welfare environment, ideally with experience of the armed forces community ▪ Excellent networking and stakeholder management skills ▪ Motivation and drive: a proactive self-starter who can work independently and as part of a team ▪ Unflinching professionalism and a passion for welfare services ▪ Honesty and integrity ▪ Good judgement and compassion for others ▪ Empathy with the service life environment ▪ Excellent written and verbal communication skills ▪ Ability to deliver interesting and impactful presentations ▪ Proven IT skills ▪ Ability to keep accurate records and a good understanding of the importance of data ▪ Able to work in an agile, flexible manner, doing what it takes to get the job done. ▪ A working understanding of relevant legislation including UK GDPR, Equality Act, H&S legislation, and an understanding of the Caldicott principles regarding the confidentiality and sensitivity of patient information. <p>To work in accordance with and promote our values which are: -</p> <ul style="list-style-type: none"> ➤ 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. <ul style="list-style-type: none"> ▪ A current driving license and access to a vehicle is not a requirement, though reliable access to the NHS Trust location is required. i.e., public transport. ▪ A willingness to travel on a regular basis and be away temporarily, including deployment if required - DMWS prides itself on being an organisation which has been deployed to provide welfare support to the British Armed Forces in times of need, and we always retain this as an operational possibility. 	

Experience & Qualifications

1. A recognised Health & Social Care or Welfare qualification at Level 3 or other relevant qualification
2. Operational experience gained in complex challenging environments, ideally Military, Policing, or NHS
3. Experience of working with complex service users / multi agency staffing teams / person centred support delivery.
4. Desirable – undertaken information, advice, and guidance training

Benefits of Working with DMWS

We recognise that without our staff we are nothing, they are the most important asset that we have. We offer employees the following benefits: -

- Annual leave: we give employees 30 days a year annual leave plus public holidays (pro-rata for part-time employees).
- Pension: auto enrolment onto DMWS workplace pension scheme – subject to eligibility. You will make a minimum contribution of 5% which DMWS will match. Contributions will be matched up to 6% by DMWS.
- Death in service scheme: three times your annual salary to nominated beneficiaries - subject to eligibility.
- Flexible working: all flexible working requests are considered - many of our staff work flexible hours and work wholly, or partly from home.
- Smart Health: access to a 24/7 virtual GP service, with a counselling service and online help and support around health and wellbeing
- Work-based parking / mileage: for those who pay to park at their work-base, fees are repaid through expenses. Mileage claims are reimbursed in line with HMRC guidelines.
- Enhanced sick pay: enhanced sick pay scheme for all employees upon completion of their probationary period.
- Staff recognition: staff are regularly recognised for their work by the leadership team and their peers, via internal events, social media, and industry awards.
- Personal development programme: DMWS supports employee continuing professional development and training.
- Above all, being part of the DMWS team means that you are making a difference to the lives of people working on the frontline.