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

**THE ROLE**

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

**Base:** NHS Lothian

**Salary: £26,849.00 per annum**

**Interviews:** Friday 24th October 2025

**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 Lothian 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:**

* Experience of Service life; ideally be a veteran or have a close association
* 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