

# DEFENCE MEDICAL WELFARE SERVICE

## JOB DESCRIPTION

### WELFARE OFFICER

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#### Primary Outputs

The Welfare Officer is responsible for providing a high quality and responsive 24 hour medical welfare service to patients, their families from the front line, in hospital, rehabilitation or recovery locations. This is a deployable and mobile role.

#### Key Responsibilities

- A first class service is provided to patients and families through delivery of excellent practical and emotional support by establishing and maintaining good communications, regular visits, liaison with stakeholders and timely and accurate recording of information.
- A rapid personal response is given in support of crisis situations, whether inside normal working hours or outside when on-call.
- Referrals for welfare support are dealt with effectively and efficiently and in a timely way, fully documented and where the welfare needs of service patients, their families and entitled civilians are properly and accurately assessed.
- High quality, sensitive emotional and practical support is given to relatives of seriously ill patients and to those who are bereaved.
- Excellent liaison takes place with stakeholders including the organization management line, the NHS CCGs and hospitals, primary healthcare medical centres and overseas hospitals with clear and accurate briefings and advice being given and followed through.
- In conjunction with the Area Manager, Service user accommodation is well managed, through timely and prioritised allocation of facilities for visiting relatives of very ill service patients, their dependents and entitled civilians.
- Where accommodation is not available, relatives, dependents and entitled civilians are assisted to find suitable alternative accommodation.
- Excellent written and verbal reports are produced in a timely fashion.
- Colleagues are given a 'listening ear' when needed.
- Close liaison with Managers takes place to ensure the welfare service is flexibly and effectively provided.
- Any risks to service delivery are highlighted at the earliest opportunity and collaborative working with the Area Manager to mitigate risk to patients and rectify issues if they occur.

- Safeguarding issues are quickly recognized and any concerns regarding children or vulnerable adults are reported to the appropriate agencies in a timely fashion.
- Accurate records are kept, and data and reports are provided within agreed timescales. Written reports for other agencies regarding patients are comprehensive and robust so that any follow-up care is appropriate to their needs.
- Full participation in both supervision with the Area Manager and external clinical supervision takes place. Professional boundaries with clients are maintained and concerns/issues are raised appropriately and confidentially.
- Self and peer assessment with line managers is entered into with the right spirit and with the end result being further personal development.
- Personal fitness to deploy in to areas of risk is maintained, and an ability to be mobile in order to meet operational needs.
- On call cover during silent hours and weekends is provided via participation in rota cover (if applicable).
- Identification of fundraising or business development opportunities. There is an expectation that all individuals will actively involve themselves in identifying key stakeholders in their relevant areas.
- Deliver presentations on DMWS to external stakeholders

### Personal Characteristics

- Excellent communicator and problem solver
- Personal energy and resilience
- Passionate about welfare services
- Self-confident and motivated
- Team Player
- Good judgement
- Adaptable/flexible approach to work
- Empathetic approach to people
- Commitment to network key stakeholders to promote DMWS

### Minimum Expertise

- Ability to work to corporate aims without losing touch with day to day service delivery
- Ability to work in small groups and conduct lone working for temporary periods
- Empathy with the service life environment
- Excellent and effective verbal communication and interpersonal skills.
- Excellent written communication skills

- Effective use of counselling skills to provide support
- Able to deliver interesting and impactful presentations
- Proven IT skills including Microsoft Office, and the ability to manipulate data in Excel
- A current full driving licence and have access to a vehicle
- Prepared to travel on a regular basis and be away temporarily
- Prepared to undertake training to meet company and customer mandated requirements and maintain currency in personal development
- Prepared to fundraise

### **Desired Expertise**

- A recognised Health and Social Care or Welfare qualification at Level 3 or above
- Experience of working in a health, social care or welfare environment
- Qualified workplace First Aider/MHFA or prepared to undertake training