# DEFENCE MEDICAL WELFARE SERVICE JOB DESCRIPTION

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**WELFARE SUPPORT WORKER**

## Primary Outputs

The Welfare Support Worker will be part of a team providing first class service delivery through the provision of a high quality and responsive medical welfare service to patients, their families and other groups as required across a range of settings. This could be in hospital or rehabilitation and recovery settings as well as the community. The Welfare Support Worker will work alongside the Welfare Officer dealing with service user’s welfare requirements and the routine aspects of Welfare service delivery. The Welfare Support Worker will report to the Area Manager and be tasked alongside the Welfare Officer to deliver the outputs described below

## Key Responsibilities

* The Welfare Support Worker must ensure that welfare support is effectively and professionally delivered, maintaining and promoting the standards and values of the organisation.
* Ensure a first class service is provided to patients and families through delivery of excellent practical and emotional support including that required by relatives of seriously ill patients and to those who are bereaved.
* Working alongside the Welfare Officer to ensure referrals for welfare support are dealt with effectively and efficiently and that person centred support plans are designed and delivered to achieve positive and sustainable outcomes for service users and their families.
* Develop and maintain excellent liaison and communication with relevant parties including DMWS line management, NHS staff, medical and social care professionals, community support services and any other relevant partner agencies.
* Ensure that high quality written and verbal reports and are produced in a timely fashion and that accurate data input requirements are adhered to with maximum compliance.
* Deliver a professional and proactive approach to the identification and management of risk and safeguarding matters, ensuring that concerns are reported to the appropriate parties in accordance with both statutory, service and organisational requirements.
* Ensure full compliance with data protection legislation and responsible management of sensitive information.
* Undertake both 1 to 1 professional supervision with line manager and external clinical supervision to maintain personal and professional wellbeing, including training as and when required.
* Display strong organisational awareness and commitment through positive engagement with line management, regional and national colleagues and DMWS HQ activities.

## Personal Characteristics

* Excellent communicator and problem solver
* Personal energy and resilience
* The ability to demonstrate emotional intelligence in a demanding role
* Passionate about welfare services and their outcomes
* Empathetic approach to people
* Self-confident , motivated and effective
* Team and Organisationally focused
* Adaptable/flexible approach to work
* Able to act as an ambassador, upholding and promoting our corporate values.

## Required Skills/ Expertise (To Be Evidenced Upon Application Form):

* Experience of Welfare or Care work or a willingness to attain this
* The ability to deliver person centred support plans/ case management
* Demonstrable experience of working in, and contributing to, a multi-agency arena
* An ability to problem solve and to find creative, appropriate solutions to welfare needs
* The ability to work effectively and safely under limited supervision or within a wider team
* The ability to communicate effectively to a broad range of recipients
* The ability to understand ,and be compliant with, data protection demands
* The ability to identify and address Safeguarding issues
* A commitment to equality and diversity
* Competent IT skills and the ability to utilise new systems with training
* A current full driving licence and have access to a vehicle
* Prepared to travel as required and be away temporarily if needed
* Prepared to undertake training to meet organisational requirements
* To attend and be committed to ongoing regular role supervision

## Desired Skills/ Expertise (To Be Evidenced Upon Application Form):

* A recognised Health and Social Care or Welfare qualification
* A demonstrable understanding of the issues relating to the role
* Ambition to drive personal development within the role and to progress.
* Open and flexible attitude.
* Determination to make a difference to service users and on behalf of the organisation.
* Willingness to take advantage of the unique opportunities that working for Defence Medical Welfare Service provides.