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| Job Title | Welfare Assistant  | 1. **Job Description Date**
 | October 2019 |
| Department/Team |  Health & Wellbeing/ Social Care | 1. **(Level / Grade)**
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| 1. **Job Family**
 |  TBC | 1. **Notice Period**
 | 4 weeks  |
| 1. **Context**
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| The RHC is a historic institution, providing a home and community for approx 300 retired soldiers, known as Chelsea Pensioners (or In-Pensioners). The Royal Hospital Chelsea ensures Army veterans are provided with the support and comradeship they need in recognition of their service to the Nation and safeguards their historic home for the veterans of tomorrow. The Royal Hospital Chelsea offers high quality accommodation, care and support for In-Pensioners with an average of 83 yrs. All roles within the Royal Hospital Chelsea (RHC) have an integral part to play in contributing to the achievement of the Hospital’s Strategy and Vision. |
| **8. Role Purpose:**  |
| The Health & Wellbeing Directorate has an overarching responsibility for the health and wellbeing of the In-Pensioners and the Social Care (Welfare) team provides integral services to In-Pensioners as part of this. The Welfare Assistant will provide support to the team in delivering its key function; supporting the In-Pensioners. The Welfare Assistant will work directly to the Social Care Manager and alongside other members of the Health & Wellbeing Directorate as well as other departments at the Royal Hospital, to ensure that the work of the department is carried out effectively and efficiently. The individual will be responsible for a range of tasks; some administrative and some practical, which all contribute to the work of the department and the support of the In-Pensioners. The role will involve regular contact with In-Pensioners as well as contact with applicants who are visiting the Royal Hospital as part of the admission process (4 Day Stay). There may also be contact with In-Pensioners friends/ family, representatives from other organisations and members of the general public. The appointee is required to interact closely with In-Pensioners, colleagues within the Health & Wellbeing Department as well as staff from other departments within the Royal Hospital. The individual will be required to have a solution focused approach and an understanding and empathy with an older person population, as well as being open to change whilst being able to work in a flexible, responsive manner. The individual must demonstrate a respect for diversity, considering and showing respect for the opinions, circumstances and feelings of all, no matter what their position, background, circumstances, status or appearance. The individual must be able to act professionally at all times, adhering to professional boundaries. The individual must always ensure that they respect and maintain General Data Protection Regulations (GDPR), in particular In-Pensioner confidentiality.  |
| **9. Principal Accountabilities:**  |
| The person appointed will report directly to the Social Care Manager and responsibilities will include the following:* Providing practical welfare support to In-Pensioners and assisting them with tasks including photocopying, making phone calls, sending e-mails or drafting letters, basic mobile phone/ computer assistance, shopping and completing application forms.
* Providing the necessary admin support which enables the In-Pensioner to attend and engage in the annual programme of events and activities
* To support In-Pensioners in making travel arrangements including coordination of the use of the Royal Hospital rail passes, and the booking of transport for In-Pensioners to attend personal trips and official external events
* In collaboration with other members of the Social Care (Welfare)Team, ensure that all requests for transport to outside hospital appointments are logged, and arranged as appropriate.
* Provide support to In-Pensioners by organising a companion who can accompany them to external appointments, and occasionally act as a companion for an In-Pensioner when there is an identified need to do so.
* Ensure that In-Pensioner records/ case notes/ files are kept up to date so that any support offered is documented and information is stored appropriately.
* To log all In-Pensioners leave dates and attendance at external events on our electronic record system and process the thank you letters written by In-Pensioners for these events.
* Support the Social Care Manager in making arrangements for In-Pensioner activities, training, workshops and events which are held onsite (e.g. preparing rooms, arranging tea & coffee, greeting any guests)
* In collaboration with the Admissions Officer, ensure that all berths are prepared and ready for 4 Day Stay visitors or new intakes. This may include the laundry of towels used for 4 Day Stays and ensuring the stocks of key items required are replenished. In collaboration with the Admissions Officer, take queries and general enquiries about admissions.
* Any other administrative tasks that support the needs of the Health & Wellbeing Directorate.
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| 1. **Leadership expectations**
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| The role holder is expected to lead by example in demonstrating the Royal Hospital Values:* Nurture Belonging – unite through comradeship
* Respect Individuals – listen and act
* Encourage Pride – commit to high standards
* Enjoy Life – make people smile
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| 1. **Skills Knowledge and Experience**
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| **Essential Skills*** Ability to prioritise workload, with minimal direction, make decisions and multi-task.
* Ability to work as part of a team
* Ability to be flexible in working practice to meet the needs of the department
* Ability to develop, inform and sustain professional relationships, partnerships and networks.
* Ability to maintain professional boundaries with In-Pensioners
* Organised, efficient and have a confident and professional manner.
* Demonstrable social skills, including positive non-verbal communication.
* Good written and IT skills, with a good knowledge and accuracy in English Grammar and Maths.
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| **Essential Knowledge and Experience*** Relevant experience of working with adults who may have support needs.
* An awareness of the issues facing older people today.
* An understanding of safeguarding and what to do in the event of a concern.
* An understanding of diversity and a commitment to equality of opportunity.
* Previous experience of working as part of a multi-disciplinary team, and a willingness to undertake tasks as part of the overall objective of the team.

**Desirable Knowledge and Experience*** Previous experience of working for accommodation or support services for older people.
* An understanding of the military and its ethos or previous military service, specifically experience of working within the branches of Adjutant General Corps (Staff and Personnel Support) or the Army Welfare Services
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| **Competences** * Responsive and appropriate communication skills
* A positive and supportive approach to ‘customer’ service
* A solution focused approach to problem solving
* Effective teamwork skills
* A flexible, efficient and organised approach to completing tasks
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| **Qualifications:**GCSE grade A-C (or equivalent) in English and Maths are desirable  |
| 1. **Agreement**: I have reviewed this Job Description and confirm it accurately reflects the role.
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| **Line Manager**…………………………………… **Date** …………….…**Employee**……….…………………….................. **Date** ………………. |

**Note:** All RHC employees are expected to be flexible in undertaking the duties and responsibilities for their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility.