

## JOB SUMMARY AND PERSON SPECIFICATION

**Job Title:** Support Hub Keyworker (Family Lead)

**Reports to:** Support Hub Manager

**Based at:** THRC

<b>Job Purpose</b>	Act as the Support Hub's lead keyworker for the delivery of welfare support to the families of wounded, injured and sick personnel.
<b>Accountabilities</b>	<ul style="list-style-type: none"> <li>Responsible to the Support Hub Manager for the assessment of welfare need and delivery of welfare support, including the provision of high-quality information and guidance in relation to all aspects of welfare.</li> <li>Build key relationships with the Band of Brothers/Band of Sisters (BoB/BoS) Coordinators and the Psychological Wellbeing Team to support effective services for families.</li> </ul>
<b>Main Responsibilities</b>	<ul style="list-style-type: none"> <li>Take direction and liaise with the Support Hub Manager in terms of client welfare and the management of a complex and challenging caseload</li> <li><b>Assess</b> the welfare needs of beneficiaries in order to determine appropriate levels of support</li> <li><b>Design, plan and implement</b> bespoke recovery plans based on the beneficiaries' needs and requirements, including delivery of outreach support.</li> <li><b>Plan and contribute</b> to workshops, activities and programmes that embed welfare support for families across the range of H4H Recovery activities.</li> <li><b>Monitor and encourage</b> beneficiaries to fulfil their requirements (i.e. action points) as set out in their recovery plan</li> <li><b>Maintain</b> confidential beneficiary case notes, keeping clear, concise and up to date electronic (and paper) records</li> <li><b>Access and utilise</b> a range of information and resources with, and on behalf of, beneficiaries through: <ul style="list-style-type: none"> <li><b>External liaison/coordination:</b> <ul style="list-style-type: none"> <li><b>Identify, liaise and maintain</b> effective relationships with all agencies and charities relevant to the individual's needs</li> <li><b>Refer, signpost to and work in partnership with</b> relevant agencies and other charities</li> </ul> </li> <li><b>Internal liaison/coordination:</b> Internal referrals when appropriate to relevant H4H teams in support an individual's recovery or support to their family:</li> </ul> </li> </ul>

[helpforheroes.org.uk](http://helpforheroes.org.uk)

14 Parkers Close, Downton Business Centre, Salisbury, Wiltshire SP5 3RB

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	<ul style="list-style-type: none"> <li>▪ BoB/BoS for fellowship</li> <li>▪ H4H Grants for the provision of grants to individuals</li> <li>▪ Psychological Wellbeing Advisors (in the Recovery Centres) and to the Hidden Wounds programme (nationally) for support for Mental Health issues</li> <li>▪ Employment Consultant and Pathfinder for employment and pre-employment support</li> <li>▪ The Physical Development team</li> <li>▪ Regional BoB/BoS rep within the Recovery Centre for fellowship support</li> </ul> <ul style="list-style-type: none"> <li>• <b>Actively promote</b> the Recovery Centre, including organising/assisting with events (e.g. Charity Information Days, Careers Fairs, Open Days)</li> <li>• <b>Assist charity partners</b> by working remotely in other locations (i.e. TRBL Drop In Centres)</li> <li>• Carry out appointments within a beneficiary's home environment.</li> <li>• Facilitate the provision of <b>statistical information</b></li> <li>• <b>Comply</b> with the Support Hub processes and procedures, taking responsibility to ensure that all administrative tasks are completed</li> <li>• Undertake <b>training</b> as required to meet the requirement of the job description</li> <li>• Maintain an <b>awareness</b> of all new interventions in CMS, CRM and PC MIS</li> <li>• Attend regular supervision</li> <li>• Carry out any other reasonable duties within the overall purpose of the post/role</li> </ul>
<b>Essential Qualifications:</b>	<ul style="list-style-type: none"> <li>• Level 3 Diploma in Welfare, Childcare, Social Work</li> </ul>
<b>Essential Knowledge, Skills &amp; Experience</b>	<ul style="list-style-type: none"> <li>• 2+ years of working in the welfare sector with vulnerable families and children</li> <li>• Clear understanding of the requirements and professional ethos underpinning professional boundaries</li> <li>• Knowledge of Government Benefits framework for individuals and families</li> <li>• First-rate interpersonal and communication skills both verbal and written in order to accurately collect, interpret and record information</li> <li>• Ability to deliver presentations to a variety of audiences</li> <li>• Excellent task management, organisational and prioritising skills and ability to work under pressure of time and expectation</li> <li>• Demonstrate high levels of integrity, confidentiality, discretion and commitment</li> <li>• Proven ability to communicate and liaise regularly with senior levels of management</li> <li>• An understanding of the purpose of Recovery Centres and Support Hubs with an empathy and passion for the H4H cause</li> </ul>

	<ul style="list-style-type: none"> <li>• To work with families and other agencies to assess, provide and co-ordinate welfare support to the families of the WIS on a one to one basis.</li> <li>• To develop and maintain effective partnerships working with BoS, their BoBs and their children.</li> <li>• To facilitate support and interventions which improve parental capacity and family relationships for families with children.</li> <li>• Experience of running family support programmes and practical experience of engaging with hard to reach families</li> <li>• The moral strength to face difficult issues and to deal with them sensitively</li> <li>• To work in a multi-disciplinary environment with a range of professional colleagues</li> <li>• Competent and confident user of IT</li> <li>• Ability to meet the travel requirements of the job</li> <li>• Hold a current full UK driving license</li> </ul>
<p><b>Desirable Knowledge, Skills &amp; Experience</b></p>	<ul style="list-style-type: none"> <li>• Understanding of the military environment</li> <li>• Knowledge of child protection and safeguarding issues, including Safeguarding and Child Protection policies, procedures and systems</li> <li>• Understanding of the 360° Holistic Support Model.</li> </ul>
<p><b>Key Competencies &amp; Behaviours</b></p>	<ul style="list-style-type: none"> <li>• Confident and polite manner</li> <li>• Ability to build rapport quickly and to understand needs and expectations</li> <li>• Positive, empathetic, patient, polite and friendly manner</li> <li>• Ability to remain calm under pressure</li> <li>• Displays the highest levels of integrity, confidentiality and commitment</li> <li>• Respond quickly to changing demands and demonstrate strong skills in prioritisation and time management</li> <li>• Work within a range of environments and working cultures, adapting personal style accordingly</li> <li>• Lead and drive work forward with minimal direction</li> <li>• Analyse information quickly and communicate in a concise and articulate manner</li> <li>• Well organised with the ability to prioritise</li> <li>• Attention to detail in all aspects of work</li> <li>• Demonstrates an ability to work as part of a team and be a flexible team player</li> <li>• Demonstrates self-motivation</li> <li>• Flexible re. hours of work</li> </ul>