

**Job Description**

**Job Title:** Veterans Liaison & Support Officer(VLSO)

**Reports to:** Programme Manager

**Responsible for:** N/A

**Based at:**  Located in any of the following areas: Hampshire, Isle of Wight, Sussex, Kent, Surrey, Berkshire, Oxford or Buckinghamshire. Based from home/daily travel around the region.

**Hours:** Full Time - Fixed Term until March 2022

**Company benefits:** 5% Employer pension contribution

Employee Assistance programme

**Job Purpose**

To deliver face-to-face support for a small but significant cohort of those who have served in the British HM Forces, their families, and carers as part of the South East of England's NHS *High Intensity Service (HIS), in partnership with WWTW.*

*The HIS is an NHS lead, collaborative Pathfinder Programme designed to help shape the future care for Veterans in England, with a view of potentially being commissioned in 2022.*

*As a Veterans Liaison & Support Officer (VLSO) you will work with those Veterans, their families, and carers, who have been referred and accepted into the programme. This work will be home based with daily travel around the region working intensely with a small case load of beneficiaries for a short period of time to empower them to connect and engage with local services, reducing their stress whilst navigating their Mental Health journey.*

Engaging with local healthcare professionals as well as key support service organisations who will assist in identified support, you will create essential pathways for our clients to access the appropriate services and move forward with their Mental Health journey.

WWTW are recruiting up to 4 VLSO’s in the South east of England, one of which will be selected as the regional lead.

**Principal Duties and Responsibilities**

* Work collaboratively in a team made up of NHS, Community Support Services, other Third Sector Organisations; empowering and supporting Veterans and their families who have entered the programme into successful outcomes.
* To analyse individuals needs and create a support plan that will break down barriers for a successful stabilisation and navigate the pathway of their MH journey.
* Develop and maintain a local network of organisations who will work with and support the needs of our beneficiaries.
* Undertake holistic client assessments, individually and as part of a collaborative.
* Work with the beneficiaries, their families and carers within the collaborative, to design a personalised support/care/development plan, identifying support needs to ensure maximum engagement in improving health and well-being.
* Provide continuity and a co-ordinated experience of support, remaining point of contact throughout the individual’s journey.
* Establish and maintain effective liaison with key stakeholders including health, voluntary, social and education resources and attend relevant meetings as necessary.
* Work in partnership with all voluntary and community organisations to build a comprehensive database of local resources.
* Ensuring all reporting requirements are met as directed by the Programme Manager.
* Work in accordance with the principles of the General Data Protection Regulations (GDPR) and WWTW’s suite of information management and security policy’s to ensure the security, confidentiality and integrity of client data and information.
* Ensure that the programme meets WWTW professional standards and the reporting requirements.
* To maintain and enhance personal skillsets; undertake relevant training and development as and when identified.
* Support the HIS collaborative with any training/promotion and programme development support required as directed by the programme manager.
* Reinforce WWTW’s values by behaving in a manner that strengthens and optimises the organisations performance.

One successful candidate will be appointed regional lead. This position will come with the additional responsibilities:

* Deputise for the Programme Manager with all regional contacts and HIS leads, when required.
* Arrange regular team daily/weekly/monthly regional team meetings as and when required exploiting technology to assist you where possible.
* Be the team’s main point of contact for any issues or questions arising and report these to the programme manager.
* Collate regional client outcomes and/or reports as required by the programme manager to help form a

**Organisation**

WWTW is committed to ensuring a positive working environment and works to WWTW’s key values.

**Key Relationships**

The list of key relationships is not exhaustive and is just an example of the type of relationships successful candidates will be expected to liaise with:

* Our Veterans, their families and carers (beneficiaries)
* Programme Manager
* NHS High Intensity Service Team
* Referral partners such as Crisis teams and GPs
* Regional Veterans services
* Regional community support services and Local authorities
* The wider national WWTW Team

**GENERIC CLAUSES**

**Performance Management**

All employees have a responsibility to participate in regular performance appraisals with their manager and to identify performance standards of the post. As part of the appraisal process every employee is responsible for participating in identifying their own training and development needs to meet their KPI’s.

**Health & Safety at Work**

Attention is drawn to the responsibility of all employees to take reasonable care for the health & safety of themselves and other people who may be affected by their actions at work.

**Equal Opportunities**

WWTW is committed to being an equal opportunities employer and welcomes applicants from people irrespective of age, gender, race and disability.

**Safeguarding**

It is the responsibility of every member of staff to safeguard and protect vulnerable adults, children and young people from abuse. All staff are expected to undertake mandatory training relevant to the role. All staff should familiarise themselves with the relevant policies on safeguarding which are available on People HR.