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| Job title:**Transition Support Triage and Research Coordinator** | Responsible to:**Lorraine Parry, Transition Support Case Manager**  | Location:**Whale Island, Portsmouth** |
| **About the Royal Navy & Royal Marines Charity**The Royal Navy and Royal Marines Charity is the national charity of the Royal Navy. We recognise the demands placed on those who serve and their family members. It is the charity’s belief that while one person joins, the whole family serves.Through grant awards given to ships and units who are deployed, post-service transition and family support and care in old age, the RNRMC is helping to create a world in which the sacrifice that our serving men and women have made is recognised, no matter what. We provide a safety net for those who find themselves in immediate need; supporting counselling services, offering mental health provision and giving those who need it, the most basic of help, a roof over their heads and a hot meal. We support all members of the Senior Service, all rates and ranks, full-time and reservist and their families from the day they join and for every day thereafter. |
| Role In recognition of the contribution made by every individual that has stepped forward to serve their country in the Royal Navy and in line with the Royal Navy’s People Strategy, the RNRMC are committed to enabling Service leavers, veterans and their families to “Leave Well” and achieve the best possible outcomes in civilian life. We recognise that this journey may be more complex for some depending on the circumstances around their end of service. But we also believe that by empowering Service leavers, veterans and their family members with information and offering “Side by Side” support and mentoring, those who are vulnerable have a much greater chance of achieving a happy and fulfilling civilian life. The RMRMC Transition Support service aims to provide person centred, intensive support to Navy Service leavers and families who are most at risk of encountering challenges in their transition to civilian life, as well veterans reaching back for support. Working as part of the Transition Support Team, under the direction of the Transition Support Case Manager, the post holder will actively support Service leavers, veterans and families by supervising initial contact and overseeing the initial triage of need and follow-up on completion of active case work. In addition, the post holder will lead in the creation of a comprehensive Services Directory of local and national organisations we use to refer our beneficiaries for services or support. The research conducted into the service providers will be integrated with the data from the Case Recording system to enable an evidence led evaluation on the future direction of the Transition Support offer and the overall direction of the RNRMC.  |

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| **Key Responsibilities** The post holder is accountable to the Transition Support Case Manager. This is not a statement ofall duties and responsibilities of this post. The post holder may be required to carry out other duties as directed. **Core accountabilities to Service leavers, veterans and their families.** * To act as the first point of contact for the RNRMC Transition Support Service.
* To provide telephone support to vulnerable Service leavers, veterans and their families.
* To complete an initial assessment of need and triage phone calls.
* To refer cases to the appropriate Transition Support Guide or signpost to other organisations as appropriate.
* To support vulnerable Service leavers, veterans and their families to understand their rights, responsibilities and options and to signpost to appropriate advice and information services.
* To raise awareness of support options available in the military, statutory and voluntary sector as well as membership organisations that operate to reduce isolation and loneliness in the veteran population.
* To promote positive, asset-based solutions and a person-centred approach.
* To employ a “Side by Side” approach, promoting self-help, self-advocacy and empowerment, with the aim of reducing dependency on the military charity sector going forward.
* To act as a research lead for the project and keep team members updated with legislation, services, training and information critical to the delivery and development of the service.
* To maintain communication with key partners within the Royal Navy, MoD and partner organisations who will support the promotion of the Transition Support Service and the wider offer of the RNRMC to vulnerable Service leavers, veterans and their families.
* To provide, administrative support for case conferences and other meetings when necessary.

**Core accountabilities to the Transition Support Team.** * Accountable to the Transition Support Case Manager.
* To maintain secure, accurate and up to date records though the administration of the Case Recording Information System (CRIS).
* To establish links with and maintain the data of key stakeholders and their roles within the Navy and military charity sector.
* To develop and maintain data of national and local support services available to veterans and their families.
* To collate data and feedback as required to monitor the activity and outcomes within the project.
* To share learning and improve outcomes by participating fully in reflective practice sessions and team meetings, demonstrating openness towards developing new skills and knowledge and trying new ways of working.

 **Core accountabilities to the wider organisation.** * To assist the RNRMC Transition Support Service in creating opportunities to work in partnership with vulnerable Service leavers, veterans and their families, listening to feedback and contributing to the development of the Transition Support offer going forward.
* To facilitate effective involvement of Service leavers, veterans, and their families in contributing to the wider RNRMC direction and quality of support.
* To reflect on own practice, seek feedback on own performance and participate fully in One to One and Annual Reviews.
* To ensure quality and relevance of data recorded in various IT systems contributing to the wider RNRMC reporting needs.
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| **Person Specification** To apply for this post, you must be able to state on your application and demonstrate at interviewhow you meet the criteria outlined below. Please give examples on your application of how you meet each of the criteria below wherepossible.  |
| **Skills and Experience****Qualifications*** A willingness to work towards relevant qualifications in Advice Information and Guidance. (Essential)

**Experience** * Experience of supporting people in stressful situations. (Essential)
* Experience of supporting people through significant life changes. (Desirable)
* Experience of the charitable sector or local authority social care projects. (Desirable) aspiration

**Skills*** Highly attuned aptitude for verbal communication with emphasis on strong listening skills. (Essential)
* High levels of emotional intelligence and empathy. (Essential)
* Demonstrates a genuine intertest in people, their situation and character, with the ability to gain trust and confidence quickly. (Essential)
* Excellent written communication skills. (Essential)
* Competent in the use of essential IT such as Microsoft Office 365 and Microsoft Teams. (Essential)
* Organised, with excellent attention to detail, and a strong aptitude for working with data. (Essential)
* High level of time management; ability to work autonomously to multiple deadlines. (Essential)

**Attributes** * Passionate about supporting people to achieve the best quality of life following Royal Navy service. (Essential).
* Ability to work in a person-centred way and promote a person-centred ethos within the RNRMC. (Essential)
* Friendly open manner and the ability to communicate with a wide range of people with a commitment to diversity and equal opportunities. (Essential)
* Positive about reflecting on own performance and approach. (Essential)
* Self-aware and resilient. (Essential)
* Works effectively as part of a team and values the opinions of others. (Essential)

**Knowledge*** Awareness of requirements and legislation around the safeguarding of children and vulnerable adults. (Desirable)
* Awareness of statutory and specialist support services available to Service leavers, veterans and their families. (Desirable)
* A good knowledge of the Naval and Armed Forces Charity sector. (Desirable)
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| **Additional Requirements** * Demonstrate empathy with the values of the RNRMC and must show potential and enthusiasm for increased responsibility as the charity grows.
* Full commitment to equal opportunities, diversity in the workplace and the values of the RNRMC
* Although this is a role primarily based in Portsmouth, it is high desirable that the post holder holds a full UK driving licence.
* The ability to work outside of office hours and occasionally at weekends as required.
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