



**Job Title:** Community Welfare Officer

**Location:** Cyprus (SBA)

**Provision:** Supporting Serving Families

### **Job Specification**

**You are responsible for delivering person-centred support for serving families posted in Cyprus and living on the SBA. This will enhance our existing services provided to serving personnel and their families who have been admitted to hospital. The support is both independent to the military and confidential.**

Our team of Welfare Officers will identify families who they have supported through hospital admissions but feel that some further support may be necessary post discharge. You will be working with families to access the support they need to address their concerns. This will be achieved through a person-centred support plan which will be developed in conjunction with the family.

### **YOU WILL:**

- Develop an understanding of the military chain of command and the support available to serving personnel.
- Be able to understand and articulate the established military process for welfare and wellbeing support in the services.
- Work alone but be part of an extended team supporting service personnel across several locations.
- Be prepared to work collaboratively with all local agencies, ensuring that individuals get the support they need and there is no duplication of efforts.
- Prevent individuals becoming overwhelmed by ensuring that support is only delivered by those agencies who are necessary to meet their needs.
- Be prepared to attend meetings with the existing team.

- For the purpose of recording and anonymity, all personnel supported will be defined as Service Users (SU).
- Process referrals, correctly assessing the needs of the SU with unfaltering professionalism and sensitivity.
- Conduct a needs-based holistic assessment on all SUs and produce an action plan which can be recorded on the portal. This could also include further physical and mental health needs.
- Ensure that all SUs are entered on the portal with as much information as is needed, as this information will be used to demonstrate return of investment.
- Explore how we encourage families to access existing support provided by the military and help families liaise with unit and medical staff.
- Work to increase serving families knowledge of local support options, to help with a range of physical, mental, social and recreational aspects to help families adjust to their new environment, settle, engage and be well.
- Safeguarding issues are quickly recognised and any concerns regarding children or vulnerable adults are immediately reported to the appropriate agencies and DMWS Safeguarding Lead.
- Risks to service delivery are highlighted and collaborative working with the Regional Manager and the team to mitigate risk to SUs and rectify issues as they occur.
- Properly maintain professional boundaries with SUs and raise concerns appropriately.
- Work in an agile manner, being willing to put time and effort where organisational priorities require and approach your role with flexibility and enthusiasm.
- Ensure your services reflect the culture of DMWS and they celebrate diversity, engage staff and help the organisation to be an employer of choice.
- Be an enthusiastic ambassador for DMWS, liaising with stakeholders regarding the families as well as bigger picture matters.
- Enthusiastically promote the organisation, generate referrals and seize opportunities.
- Identify and gladly participate in development opportunities.
- Facilitate knowledge transfer with others and provide a listening ear to colleagues.
- Complete all mandatory training on Smartlog and upload any additional training undertaken on Breathe.

- Actively contribute to a culture of innovation, resourcefulness and best practice to make the best use of your time and others.
- Treat everyone with dignity and respect, abiding by our Diversity & Inclusion Policy at all times and challenging any unfair practices or behaviours.
- Be prepared to be flexible to meet demands, which may involve working unsociable hours.
- Travel may be necessary at times and any expenses incurred will be reimbursed according to company policy.