
Job Description

Veterans Support Worker

Fixed-term contract – End date 31st March 2026

Location:	This is an embedded post, and you will be employed by Stoll and working in a specialist NHS team based at St. Pancras Hospital
Job type:	Full-time [Monday to Friday - 9 am to 5 pm]
Responsible to:	Community Connections Manager, Stoll
Direct Reports:	None
Salary:	£32,504.52 per year, plus benefits

About Stoll:

The Stoll Foundation is a leading provider of supported housing for vulnerable and disabled veterans in the UK. With a proud legacy of service, we are committed to delivering safe, high-quality homes and support that enables independence, dignity, and well-being for those who have served their country.

The Role:

Provide holistic welfare support to Veterans, enabling them to sustain independent living.

Key Responsibilities:

Risk Assessment and Planning

- Deliver high-quality support services to Veterans, families, and dependents through advice and support.
- Work in accordance with person-centred support plans; review regularly and coordinate with other agencies.
- Enable community integration and tenancy sustainment.
- Act as key worker where required, conducting holistic risk, support, and needs assessments.

- Manage own caseload with significant travel and lone working within the M25 area.

Financial Wellbeing

- Ensure clients access appropriate benefits advice to sustain independent living.
- Advocate for clients unable to do so themselves; liaise with statutory and voluntary agencies.
- Assist clients with financial management, welfare/housing benefits, grant claims, and debt support.

Mental and Physical Health

- Access support from mental health, drug/alcohol, counselling, and ex-services agencies.

Employment & Training

- Identify opportunities for leisure, education, training, and purposeful activities.
- Support clients in job searching, training, and placements.

Health and Wellbeing

- Build links with family, friends, and community.
- Promote healthy lifestyles and access to medical services.
- Develop independent living skills (cooking, cleaning, budgeting).
- Arrange and escort clients to activities as per support plans.
- Encourage participation in community initiatives and associations.

Housing and Homelessness

- For resettlement: conduct assessments, pre-tenancy work, and liaise with support services.
- For tenancy issues: work with housing providers to resolve management issues, address anti-social behaviour, and manage rent arrears.
- Assist with home upkeep and reporting repairs.

Teamwork and Collaboration

- Contribute positively as an embedded team member.
- Engage in induction, supervision, training, appraisal, and meetings.
- Liaise with housing, health, and social care professionals.

- Represent Stoll professionally and support London Veterans Drop-In.

Financial Control

- Work within budgets and maintain accurate financial records.

Record Keeping and Compliance

- Maintain accurate client and service records; ensure confidentiality.
- Understand legal frameworks and safeguarding requirements.
- Respond positively to feedback and complaints.

Health & Safety

- Comply with health and safety policies; report accidents and near misses.

Equality and Diversity

- Deliver services in line with equality and diversity principles.

Other Duties

- Undertake additional tasks as required by line manager.

Person specifications:

Experience

- Working with vulnerable adults and older people in welfare settings (housing, homelessness, substance misuse, mental health, disability).
- Knowledge of issues facing the ex-service community.
- Conducting needs and risk assessments.
- Person-centred support planning.
- Lone working with varied support needs.
- Collaborating with voluntary/statutory agencies.

Knowledge

- Causes and cycle of homelessness.
- Housing options and welfare benefits.
- Safeguarding vulnerable adults.
- Relevant housing and welfare legislation.

Core Competencies

- **Client Focus:** Passion for supporting Veterans; excellent service delivery.
- **Communication:** Clear, concise, adaptable.
- **Teamwork:** Collaborative, supportive.
- **Equality & Diversity:** Respectful, inclusive.
- **Quality of Work:** Accurate, professional, well-planned.
- **Health & Safety:** Awareness of lone working and safeguarding.

Frontline Competencies

- Focus on independence and holistic support.
- Ability to motivate and inspire clients.
- Positive approach to challenging behaviour.
- Effective communication with all clients.
- Consistent application of boundaries and safeguarding