

JOB DESCRIPTION & PERSON SPECIFICATION

Job Title	Single Point of Contact Officer (SPOC)
Responsible to:	SPOC Team Leader
Hours:	20 hours a week (Shift patten between 8am – 8pm Mon – Fri & 10am – 1pm Saturday)
Salary:	28,000 per annum (pro rata)
Duration:	3 years fixed term (GM VALOUR)
Job Purpose:	<p>Armed Forces Community HQ is a not-for-profit organisation established in 2018 in Wigan Borough to provide a safe space for the Armed Forces community to belong, become socially included and access better life chances.</p> <p>We offer a host of activities and programmes, delivered on site and in community settings by peers with lived experience and provide advice, guidance and support to Veterans, their families and carers.</p> <p>The postholder will provide a welcoming, trauma-informed and person-centred response via telephone, webchat, email, outreach and referral pathways, ensuring a "No Wrong Door" experience. They will undertake triage, needs assessments, navigation and referral coordination, enabling beneficiaries to access the right support, at the right time, through the right organisation.</p> <p>Working closely with the GM Partnership & Delivery Manager, Local Authority partners, VALOUR Recognised Centre's and commissioned providers, the SPOC Officer will ensure seamless service access, effective case coordination and high-quality data capture that supports programme reporting, quality assurance and continuous improvement.</p>

Key Responsibilities

Beneficiary Engagement & Triage

- Act as the first point of contact for all GM VALOUR enquiries.
- Manage incoming referrals via all access routes including telephone webchat and email
- Conduct holistic needs assessments and triage.
- Identify immediate risks and safeguarding concerns.
- Provide information, advice and guidance on available support pathways.
- Ensure beneficiaries only need to tell their story once through effective assessment and recording systems.
- Deliver a compassionate, trauma-informed and veteran-aware service at all times

Navigation & Case Co-ordination

- Coordinate access to support across all support areas including Health, Employment and Housing
- Make warm referrals into statutory and VCSE services.
- Maintain oversight of referrals and ensure progression through support pathways.

- Follow up with beneficiaries to ensure services have been accessed.
- Escalate complex or high-risk cases where required.
- Support continuity of care and reduce disengagement from services.

Partnerships & Networking

- Develop positive working relationships with delivery partners across Greater Manchester.
- Liaise regularly with: Local Authorities, NHS services DWP, Ops and Community Organisations
- Participate in operational meetings and case discussions.
- Support the development of effective referral pathways and operational protocols.

Data, Reporting & Quality Assurance

- Maintain accurate case records within the CRM system.
- Ensure all activity is recorded in line with VALOUR reporting requirements.
- Capture outcomes, distance travelled and beneficiary feedback.
- Contribute to performance monitoring and KPI reporting.
- Support audits, quality assurance reviews and service evaluations.
- Identify emerging trends, gaps in provision and unmet need

Safeguarding, Risk & Compliance

- Apply safeguarding procedures consistently.
- Identify and respond to welfare concerns, self-harm risks, homelessness and crisis situations.
- Follow incident reporting and escalation procedures.
- Ensure compliance with: GDPR, data protection legislation and information sharing protocols
- Maintain confidentiality and professional boundaries.

Community Engagement & Outreach

- Map and support outreach activities across Greater Manchester.
- Promote awareness of the VALOUR Network and SPOC service.
- Attend community events, drop-ins and partner sessions.
- Support co-production activities and beneficiary engagement initiatives
- Gather lived experience feedback to support service development

Organisational Responsibilities

- Work within AFCHQ policies and procedures.
- Promote the values of collaboration, equity, inclusion and trauma-informed practice.
- Contribute to a culture of continuous improvement.
- Undertake relevant training and professional development.
- Participate in supervision and reflective practice.
- Work flexibly to support operational delivery, including occasional evening or weekend working.
- Support the wider mobilisation and development of the GM VALOUR Recognised Network.

Person Specification

Essential Criteria

Experience

- Experience providing advice, guidance, support or case management to vulnerable individuals.
- Experience working within health, housing, welfare, employment, community or social support services.
- Experience undertaking assessments, triage or support planning.
- Experience managing referrals and coordinating support pathways.
- Experience maintaining accurate records and case management systems.
- Experience working within multi-agency environments.
- Experience handling sensitive and confidential information.
- Experience working with people experiencing multiple disadvantage or complex needs.

Knowledge & Understanding

- Understanding of the challenges affecting veterans and Armed Forces families.
- Knowledge of trauma-informed and person-centred practice.
- Understanding of safeguarding principles and procedures.
- Understanding of professional boundaries and confidentiality.
- Understanding of health, housing, welfare and employment support systems.
- Understanding of equality, diversity and inclusion.

Skills & Abilities

- Excellent communication and active listening skills.
- Ability to build trust and rapport quickly.
- Strong assessment and problem-solving skills.
- Ability to manage a varied workload and competing priorities.
- Ability to work calmly under pressure.
- Strong organisational and administrative skills.
- Accurate record keeping and data entry skills.
- Competent IT skills including Microsoft Office and CRM systems.
- Ability to work independently and as part of a team.

Other Requirements

- Commitment to AFCHQ values and mission.
- Willingness to travel across Greater Manchester when required.
- Flexible approach to working arrangements.
- Enhanced DBS clearance.

Desirable Criteria

Experience

- Experience working within Armed Forces, veterans or military charity sectors.
- Experience operating a helpline, contact centre or single point of access service.
- Experience delivering telephone, webchat or digital support.
- Experience using outcomes monitoring systems.
- Experience supporting outreach and community engagement activities.
- Experience contributing to service development and quality assurance processes.

Knowledge

- Knowledge of the Armed Forces Covenant.
- Understanding of VALOUR principles and priorities.
- Knowledge of OP COURAGE, OP NOVA, OP FORTITUDE and wider veterans' services.
- Understanding of Greater Manchester Live Well approaches.
- Knowledge of homelessness prevention and Housing First principles.
- Understanding of welfare benefits and debt support services.

Qualifications

- Level 3 or above qualification in Advice & Guidance, Health & Social Care, Community Development, Counselling Skills or equivalent.
- Member of the Armed Forces community or lived experience of supporting the Armed Forces community

Closing date 6th July at 5pm

Please send your CV and cover letter to andrea@armedforceshq.org.uk