

Post Title: Welfare Officer

Salary scale: £19,370 – £25,146 (effective 1 April 2008)

Responsible to: Senior Welfare Officer

Accountable to: 1. Line Management – Operations Manager
2. Liaises closely with the Deputy Garrison Commander/Commanding Officer for the effective local delivery of the welfare service.

Location: *UK/Germany/Cyprus*

Base: *Office Location*

JOB SUMMARY:

To provide high quality, responsive, 24 hour welfare support to service patients, their families and entitled civilians working within the military community, both in peacetime and in times or areas of conflict.

KEY RESPONSIBILITIES:

Welfare

1. To visit service patients, their families and entitled civilians in hospital, in order to assess their welfare needs.
2. To receive referrals for welfare support, assessing patients' needs on an individual basis, documenting this appropriately.
3. To provide a rapid, personal response in support of crisis situations occurring both inside and outside normal working hours.
4. To provide practical and emotional support to relatives of seriously ill patients and to those who are bereaved.
5. To provide informal support to military colleagues.
6. To provide, on a rota basis, emergency cover during silent hours and weekends.

7. To recognise that Welfare Officers have an Operational role, accepting that he/she may be required to serve in an area of conflict or war zone, sometimes at short notice.
8. To ensure, where accommodation facilities exist for visiting relatives of very ill service patients, their dependants and entitled civilians, that these are provided on a priority basis and appropriately maintained.
9. To ensure, where such accommodation either does not exist or is full, that visiting relatives of very ill service patients, their dependants and entitled civilians are helped to find suitable accommodation.

Accountability

1. To recognise the limitations of his/her own knowledge, skills and experience and the importance of working within the bounds of his/her own competence at all times.
2. To have an awareness and understanding of Child Protection issues, and a recognition of the importance of reporting anxieties with regard to children to the appropriate Agencies.
3. To ensure that he/she adheres to the British Association for Counselling and Psychotherapy Code of Professional Ethics at all times.
4. To take part in regular external supervision sessions in order to monitor, evaluate and develop his/her counselling skills.

Public Relations

1. To work individually and with colleagues, to raise the profile of the work undertaken by the DMWS, including assisting with presentations to military and hospital personnel.

Administration

1. To provide full and accurate documentation of the process of assessment of welfare needs, action taken and subsequent outcome.
2. To provide any data or reports requested by his/her Senior Welfare Officer or Operations Manager within agreed timescales.
3. To maintain and regularly update departmental records and files, ensuring that monthly and quarterly returns are forwarded to Headquarters.
4. To ensure that, where patients are referred to other Agencies, written reports are included to enable follow-up care to be provided that is appropriate to their needs.

Continuous Professional Development

1. To recognise the need for ongoing education and training to fulfil the requirements of the Welfare Officer role, in line with the DMWS core and functional competence frameworks.
2. To participate in the DMWS Performance Appraisal Review process, ensuring that training needs are recorded in his/her Personal Development Plan, after discussion with his/her Line Manager.
3. To participate in the planning and delivery of training locally, according to the level of his/her own competence and experience.
4. To take part in training with the Defence Medical Services including Field Hospital exercises.

Confidentiality

1. To maintain confidentiality of information relating to patients, relatives and staff of the DMWS and MDHU, in accordance with the DMWS Confidentiality Undertaking and the Data Protection Act 1998.

Equal Opportunities

1. To carry out at all times his/her responsibilities in line with the DMWS Equal Opportunities Policy and Procedure.

Health and Safety

1. To comply with the Health and Safety at Work etc. Act 1974, always behaving in a manner that is consistent with good health and safety practice, taking responsibility for his/her own health and safety and that of other persons who may be affected by his/her own acts or omissions.

General

1. To work from other locations, if required, according to Service need.
2. To undertake any other duties commensurate with the role, within the bounds of his/her own competence.
3. To be able to drive to a competent level including driving in rural, city and overseas environments

Person Specification – Welfare Officer

	ESSENTIAL	DESIRABLE
Qualifications/Education:		
Good standard of education	✓	
Recognised national health care, welfare or social qualification	✓	
Knowledge, Skills & Experience:		
Experience of working in a health or welfare environment		✓
Counselling skills		✓
Presentation skills	✓	✓
Proven I.T. skills including Microsoft Office		
Personal Qualities:		
Excellent interpersonal skills	✓	
Excellent written communication skills	✓	
Self-motivated	✓	
Adaptable/flexible approach to work	✓	
Team Player	✓	
Other:		
Current First Aid Certificate		✓
Current full driving licence	✓	
Knowledge of Service life		✓
Prepared to move at short notice and serve in areas of conflict.	✓	

St John and Red Cross Defence Medical Welfare Service
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