

## Welfare Officer Job Description

- Job Title:** Welfare Officer
- Establishment:** Defence Medical Welfare Service (DMWS)
- Responsible to:** Senior Welfare Officer
- Annual Salary:** Starting salary is NJC Spine point 22 (£19,621) + tax/other allowances dependent on location. Annual incremental rise through NJC Spine points 22 to 30 (£19,621 to £25,472 as at April 2009).

### Key Relationships:

INTERNAL	EXTERNAL
Chief Executive Director Corporate Services Welfare Managers Senior Welfare Officers Managers and all other staff	Senior Services Personnel DMWS Service Patients Groups Military Commanders Welfare Agencies NHS Personnel Other Stakeholders

### Brief Description of Job:

The Welfare Officer reports to the Senior Welfare Officer and is responsible for providing high quality, responsive, 24 hour hospital welfare service to service patients, their families and entitled civilians working within the military community, in operational theatres and peacetime locations.

### Key Responsibilities

- ❖ To be responsible to the Senior Welfare Officer (SWO) for the day to day provision of high quality, responsive 24hr welfare service to DMWS patients.
- ❖ The post holder will be required to visit service patients, their families and entitled civilians in hospital in order to assess their welfare needs.
- ❖ To receive referrals for welfare support, assessing patients' needs on an individual basis, documenting this appropriately.
- ❖ To maintain personal fitness to deploy.
- ❖ To provide a rapid, personal response in support of crisis situations occurring both inside and outside normal working hours.
- ❖ To provide practical and emotional support to relatives of seriously ill patients and to those who are bereaved.
- ❖ To produce written and verbal reports.
- ❖ To provide 'listening ear' service to military colleagues.

- ❖ To provide, on a rota basis, emergency cover during silent hours and weekends.
- ❖ Welfare Officers are to liaise with stakeholders and provide briefings and advice required to deploy with Field Hospitals to areas of conflict, such as, Afghanistan and are liable to be mobile to meet operational needs.
- ❖ To manage the allocation of accommodation facilities for visiting relatives of very ill service patients, their dependants and entitled civilians, ensuring that these are provided on a priority basis and appropriately maintained.
- ❖ 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.

## **MAIN DUTIES AND RESPONSIBILITIES:**

### **1. Leadership**

- 1.1 To demonstrate positive leadership by behaviours.
- 1.2 To be committed to creating a learning organisation culture committed to continuous improvement.

### **2. People Management**

- 2.1 To advise the Senior Welfare Officer of areas of reduced performance and to work collaboratively to improve and restore efficiency.

### **3. Accountability**

- 3.1 To support the Senior Welfare Officer and deputise as required.
- 3.2 Liaise closely with Military Commanders to ensure the effective delivery of the welfare service.
- 3.3 To be accountable to the Chief Executive DMWS for all activities undertaken as a Welfare Officer.
- 3.4 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.
- 3.5 To adhere to the DMWS Code of Practice and Conduct policies.
- 3.6 To take part in regular external supervision sessions in order to ensure that an appropriate distance can be maintained and that concerns or issues can be raised in an appropriate forum.

### **4. Administration**

- 4.1 To provide the necessary input and information to record accurately on Shared Documents personnel information including:
  - Weekly LOCSTATs.
  - Leave applications including supervising the maintenance of Leave Record Cards.
  - Sickness and Absence records.

- Statistical analysis and any necessary report writing.

4.2 Keep Welfare Manager and SWO updated with issues affecting welfare departments and personnel including:

- Any external liaison meetings on issues affecting DMWS.
- Inform Welfare Manager and SWO immediately of any urgent matters affecting DMWS departments and personnel.

4.3 To provide full and accurate documentation of the process of assessment of welfare needs, action taken and subsequent outcome.

4.4 To provide any data or reports requested by his/her Senior Welfare Officer or Welfare Manager within agreed timescales.

4.5 To maintain and regularly update departmental records and files, ensuring that monthly and quarterly returns are completed within specified timescales.

4.6 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.

## **5. Budget Management**

5.1 To ensure that the department 'petty cash' is managed in accordance with DMWS policies.

## **6. Continuous Professional Development**

6.1 To recognise the need for on-going education and training to fulfil the requirements of the Welfare Officer role, in line with the DMWS core and functional competence frameworks.

6.2 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.

6.3 To participate in the planning and delivery of training locally, according to the level of his/her own competence and experience.

6.4 To take part in training with the Defence Medical Services including Field Hospital exercises (HOSPEX).

## **GENERAL**

7. To participate in the departmental duty rota.

8. To work from other locations, if required according to the Service need.

9. To undertake any other duties commensurate with the role, within the bounds of his/her own competence.

10. To be able to drive to a competent level including driving in rural, city and overseas environments.

## **OTHER DUTIES**

11. Adhere to the Code of Practice and Conduct policies for DMWS.
12. To carry out other duties as may be required.
13. The above list is not exhaustive and the post holder may be expected to undertake other duties that can reasonably be expected of a Welfare Officer of the DMWS.

## **VARIATION**

14. This job description will be subject to review from time to time. Any amendments will be made in consultation with the post holder.

## **STANDARDS OF BUSINESS CONDUCT AND CONFLICTS OF INTEREST**

15. The company has adopted a Standards of Conduct Policy which reflects DMWS Management Guidelines. It is the responsibility of staff to ensure that they do not abuse their official position for personal gain or seek to advantage or further private business or other interests in the course of their official duties.
16. All staff must declare to their manager all private interests which could potentially result in personal gain as a consequence of their position. Interests, which might appear to be in conflict, should also be declared.

## **CONFIDENTIALITY**

17. All matters relating to clients' health and personal affairs are strictly confidential. You must not divulge or act in a way that is likely to cause such information to be divulged to any unauthorised person without the appropriate consent.
18. If in doubt, please refer to your manager for guidance. Breaches of confidentiality may lead to disciplinary action, including dismissal. All staff are expected to respect the requirements under the Data Protection Act 1998 and observe the DMWS policies on IT and email security.

## **DATA QUALITY**

19. DMWS is committed to producing good quality data which it sees as an integral part of this role. Commitment to producing good quality data is essential and responsibility lies with all who record, manage and monitor the information whether their role in the Company is management, technical or clerical.

## **HEALTH AND SAFETY**

20. It is the general duty of every employee to take reasonable care for the health and safety of himself/herself and others who may be affected by his/her acts or omissions at work, including the use of necessary safety devices and protective clothing and co-operate with management in meeting its responsibilities under the Health and Safety at Work etc., Act 1974. Any failure to take such care or any contravention of safety policy or managerial instructions may result in disciplinary action being taken.
21. All employees are required to participate in the Company's accident/incident reporting system and to comply with the DMWS procedures and techniques for managing risks.

## TRAINING AND DEVELOPMENT

22. DMWS is committed to the identification of training needs through a system of appraisal and in-house training in line with the DMWS standards to meet organisational, statutory and personal development needs.

## THE WORKING TIME REGULATIONS 1998 (S1 1998/1833)

23. You are required to comply with the DMWS policy on implementation of the Working Time Regulations, including declaration of hours worked and breaks taken, completing written records if required and reporting any instances where your pattern of working hours may constitute a health and safety risk to yourself, patients, the public and other DMWS employees. You have the right not to be subjected to any unlawful detriment by reporting any concerns under the Regulations.

24. You are required to disclose any additional work you undertake or are planning to undertake for another employer. The DMWS will permit you to undertake this additional work providing the Company is satisfied that this does not conflict with the interests of the organisation, performance of your normal duties or with the requirements of the Working Time Regulations. The DMWS also recognises that it has a responsibility for your health and welfare.

## NO SMOKING POLICY

25. The DMWS operates a 'No Smoking Policy'. Employees are not permitted to smoke anywhere within the DMWS' buildings or sites.

This organisation is committed to Safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.

Prepared by Director Corporate Services:



Date: 1 March 2012

Jobholder: ..... Signed: ..... Date: .....

Manager: ..... Signed: ..... Date: .....

<b>PERSON SPECIFICATION</b>
<b>WELFARE OFFICER</b>

Essential Criteria	Measured by	
	Application Form	Interview
<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>❖ Recognised and accredited qualification in healthcare, welfare or social care (e.g. Nurse, Occupational Therapist, Welfare Officer or Social Worker).</li> <li>❖ Minimum NVQ Level III or equivalent experience in a welfare role.</li> </ul>	<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>	
<p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>❖ Evidence of successful track record of achieving results in Experience of working in a health or welfare environment.</li> <li>❖ Counselling skills.</li> <li>❖ Presentation skills.</li> <li>❖ Proven IT skills including Microsoft Office</li> </ul>	<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>	
<p><b>Knowledge, Skills &amp; Abilities</b></p> <ul style="list-style-type: none"> <li>❖ Knowledge of key current issues within MOD.</li> <li>❖ Excellent verbal communication and interpersonal skills.</li> <li>❖ Appropriate written communication skills.</li> <li>❖ Self-motivated.</li> <li>❖ Adaptable/flexible approach to work.</li> <li>❖ Team Player</li> </ul>	<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>	<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>
<p><b>Special Aptitudes</b></p> <ul style="list-style-type: none"> <li>❖ Personal energy and resilience.</li> <li>❖ Ability to work to corporate aims without losing touch with day to day service delivery.</li> <li>❖ Current First Aid Certificate.</li> <li>❖ Current full driving licence.</li> <li>❖ Knowledge of Service life</li> <li>❖ Preparedness to move to different locations within the organisation including areas of conflict, either scheduled or at short notice</li> </ul>	<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>	<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>