

## Job Description

### Veterans Welfare Officer

<b>Job Title:</b>	<b>“Veterans in View” Veterans Welfare Officer – Dyfed Region</b>
<b>Reports to:</b>	<b>Veterans Coordinator</b>
<b>Place of work:</b>	Hybrid working including working remotely from home, meeting with veterans in their own homes or other locations. Office/meeting facilities will also be available for booking in Age Cymru Dyfed’s offices in Aberystwyth, Llanelli, Cardigan and Haverfordwest.
<b>Hours of work:</b>	35 hours per week post (Fulltime or Job-Share will be considered). A flexible working pattern will be agreed which responds to the needs of veterans.
<b>Salary band:</b>	DP5 (2) £24,208 FTE
<b>Requirements:</b>	An enhanced Disclosure from the Disclosure & Barring Service is required for this role. The role holder will not be liable for any related costs.
<b>Contract:</b>	This is a post funded to 31.1.25 by the Armed Forces Covenant Fund. Continuation of the post will be based upon success of future funding applications.

#### **Main Duties & Responsibilities:**

1. Provide welfare checks and support to older veterans living in Dyfed which assists them to retain their independence for as long as possible.
2. Identify older veterans ‘hidden’ from statutory services due to their social isolation, mental health, caring responsibilities, bereavement and even their gender and ethnicity.
3. Ensure that veterans voices are heard, listened to and their needs addressed. Where appropriate inform and engage concerned families.
4. Deliver and/or facilitate a range of practical services to older veterans including regular calls, visits and chats, and coordinate ‘face to face’ and/or digital social/activity groups.
5. Proactively promote the cause of older veterans throughout the region across the statutory and charitable sectors.

## **Tasks**

- Build-relationships both internally within ACD and also externally with other veterans' services (in the statutory and charitable sectors), so that veterans receive practical support based upon their assessed need and wishes. This may include digital connectivity through on-going support and tuition, the supply of services such as handyperson, gardening, cleaning, ironing, dog walking, light shopping, Social foot Care, home energy and fire checks, food and prescription deliveries.
- Creatively draw upon traditional and new technologies which will include the use of IT, online meetings, social media to extend reach and provide support to veterans.
- Actively seek out volunteers to work with veterans and provide them with on-going guidance and support (once they have successfully passed through ACD's volunteer recruitment and induction process).
- Work in collaboration with the Veterans Coordinator to progressively establish the most comprehensive knowledgebase of numbers, needs and methods of support for older veterans in West Wales. This will help inform ACD's future work with veterans and also provide information to the project funders, the Armed Forces Covenant Fund Trust.
- Identify veterans who wish to 'tell their story' and have it recorded for ACD's nationally award-winning West Wales Veterans Archive which is located on People's Collection Wales in the National Library of Wales, Aberystwyth.
- Represent ACD as needed by attending the Armed Forces Covenant Steering Group meetings held by each of the three local authorities in Dyfed.
- Represent ACD at veterans' events held in the region and possibility elsewhere in Wales.
- Serve as an integral member of the ACD staff team in Dyfed
- Ensure that the policies of Age Cymru Dyfed, particularly the Equality and Diversity, Health and Safety and Confidentiality policies and other client care practices, are correctly adhered to.

## **Professional Development**

- Demonstrates commitment to continuing professional development
- Assists with initiatives designed to enhance the service
- Prepare for and attend supervision sessions, annual appraisal and team meetings as required

## **Expenses**

- Travel expenses will be paid upon submission and agreement

## **Training & Support**

- The relevant training and support will be provided, including any formal training required to successfully continue with fulfilling the role

## Person Specification

Experience gained as member of the British Armed Forces (as a Regular and/or Reservist)	Essential
Empathy and understanding with the often-complex circumstances of vulnerable older people including veterans	Essential
Good engagement and relationship-building skills	Essential
Humour	Essential
Interest in military and social history	Essential
Self-starter and good team player with ability to prioritise own work, meet deadlines and manage a caseload	Essential
Educated to a good standard ( <i>However, experience instead of qualifications will also be taken into consideration</i> )	Essential
Ability to use IT packages including Outlook, Word & Excel	Essential
Effective communication skills	Essential
Experience of record keeping using a customer relationship management database	Essential
Organised and methodical	Essential
Current full UK driving licence and full use of a car for work purposes	Essential
A flexible, can-do attitude	Essential
A self-starting team player with good communication skills, both written and oral, who takes pride in completion of tasks to a high standard	Essential
Able to maintain good working relationships	Essential
Knowledge of Health and Social Care legislation, systems, and processes in Wales	Desirable
Experience of supporting military veterans and/or supporting vulnerable people in the community	Desirable
Welsh speaker (Level 1 i.e. can pronounce Welsh terms/place names correctly, gives bilingual greeting on telephone and can use introductory phrases e.g. greetings in face-to-face discussion)	Desirable
Understanding of issues facing older people	Desirable

***This job description is intended as a summary of the main elements of the job described. They may be varied from time to time in consultation with the job holder without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.***