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**Role: Veterans Navigator**

Location: Gwent, South Wales

Reporting to: Head of Service Development

Job Type: Full-Time, two years fixed term.

Place of Work: Hybrid (home based with regular travel within Gwent)

Salary: £31,270 per annum

Hours: Monday to Friday – 37.5 hours per week (with option of flexible working)

**Job Description**

**Purpose of the Role**

The Navigator is a non-clinical role focused on supporting Veterans with mental or physical health conditions gradually progress towards employment. The service aims to support them to overcome various factors impacting their lives, engage in meaningful activity and improve their overall well-being. Clients of the service may present with a variety of issues and it’s important that the postholder is empathetic, non-judgemental and creative. Typical areas of need may include housing support, substance misuse and social isolation amongst others, therefore adaptability and resilience are important attributes in this role. Referrals will come from NHS Veterans Wales and other NHS services across the Gwent region. Therefore, networking and relationship building with clinicians across Aneurin Bevan University Health Board is an essential part of the role.

The postholder will undertake an assessment of needs with each client to develop an individual plan and work in collaboration with other organisations to support the veteran in taking positive steps towards improved confidence and wellbeing. The Navigator will use their skills and experience to work alongside the veteran, encouraging them to engage with suitable services or local community groups as appropriate.

We are seeking an individual able to empathise with veterans whilst remaining person-centred, and who places our values at the core of their practice.

**Principal Responsibilities**

* Provide a service for veterans across Gwent who require support to engage in meaningful activity and prepare them for employment in the future.
* Manage a diverse caseload of clients with health conditions and complex challenges.
* Work on a one-to-one basis with veterans to increase their confidence and raise aspirations. This will be achieved by undertaking meaningful activities that reduce social isolation and improve their health and wellbeing.
* Work collaboratively with colleagues in support services such NHS Veterans Wales, other charities and community groups.
* Maintain professional boundaries, safeguarding and lone working best practice to ensure that service is delivered safely.
* Actively engage and collaborate with other support services that can complement the Navigator.
* Effectively involve and collaborate with referrers and other service providers on case management to coordinate support and achieve additional or complementary interventions, according to the client’s needs.
* Maintain case notes and other electronic files and client records to a high standard to ensure the customer journey is fully documented in accordance with quality standards and GDPR.

**Please note**: this list is not exhaustive and will evolve with the role and growth of our Veterans Service.

**Person Specification**

***Essential skills & experience:***

* Experience or an understanding of working with Veterans and the Armed Forces Community.
* Experience of delivering services to vulnerable individuals and the specific challenges they may face, including multiple complex physical and mental health needs.
* Ability to independently build relationships with key services and organisations within the region to support our clients.
* Excellent assessment skills, with experience of empowering adults to evaluate key factors impacting their lives, and to make informed choices, including ways to improve their physical and emotional wellbeing.
* Empathetic approach, ability to develop trusting relationships, and to respect confidentiality and discretion with regards to sensitive information and maintain professional boundaries.
* Positive professional work ethic, enthusiastic, dependable, and conscientious, with ability to work on own initiative and make a proactive contribution to the development of the role.
* Demonstrable networking and relationship management skills, with experience of collaborative working and building relationships across a variety of organisations, with an ability to relate well to individuals of all ages and all backgrounds.
* Ability to effectively time manage and prioritise own caseload in accordance with the needs, priorities and any urgent support required by individuals on your caseload.
* Well organised, structured, and self-disciplined, with excellent prioritisation skills, the ability to work with limited supervision and on one’s own initiative, whilst maintaining a whole team approach.
* High level of personal resilience, adaptability, and flexibility, able to deal effectively with potentially stressful or pressured situations.

***Desirable skills & experience:***

* Previous experience of working within or alongside the NHS
* Knowledge and understanding of how the NHS operates regionally.
* The ability to communicate in Welsh.

**Special Requirements**

The role will be hybrid, with a mixture of home-based working and travelling to deliver face-to-face client support, and to attend meetings with clients, partners and other organisations. As well as local travel throughout the region, occasional travel is required to attend national team meetings at our head office in Richmond, or other designated locations across the country. National team meetings currently take place twice a year and may require an overnight stay away from home. There will also be periodic in-person meetings with colleagues, which generally take place at the most convenient location for all.

The successful candidate will be provided with all necessary IT equipment required to carry out the role effectively, but applicants will need to ensure they have an appropriate space and office equipment available to be able to work at home.

It is a requirement of employment that the post-holder must possess a full driving licence and their own (or access to a) car suitable for business use.

The post requires an enhanced disclosure (DBS) check.

**How to apply**

To apply for this position please prepare your CV and a covering letter clearly outlining how you meet the essential criteria in the person specification as set out above and submit via the online application process. Please address your covering letter to Jim Maskell, Partnership and Development Manager.

For an informal conversation about the role, please email Jim Maskell [jimm@poppyfactory.org](mailto:jimm@poppyfactory.org)

[Click here to apply for the role of Veterans Navigator](https://poppyfactory.peoplehr.net/Pages/JobBoard/Opening.aspx?v=e38c95ff-db0a-4008-9de4-3665bd8bdd57)

**Equality, Diversity and Inclusion**

We are committed to equality, valuing diversity, and promoting inclusion within our workforce, including the volunteers who give their time to us. We work to maintain an environment where the needs and aspirations of all employees are met, irrespective of characteristics protected under the legislative framework of the Equality Act 2010. We expect everyone to understand and accept their personal responsibility to recognise and value differences and the unique contributions that people make to the way we deliver our work.

As an equal opportunities employer our commitment is to take positive measures to recruit people from underrepresented groups, and we actively encourage applicants from diverse backgrounds. As a Disability Confident employer, we offer a guaranteed interview for any job applicant with a disability who meets the essential criteria for the role. Please indicate in your covering letter if you wish to be considered under this scheme. We are also happy to discuss reasonable adjustments to the application or interview process to accommodate disabled candidates.

We are a family friendly employer and happy to discuss flexible working.

**Company Information**

Since 1922 The Poppy Factory has supported veterans with health conditions on their journey into employment and beyond, helping them to overcome any barriers they face.

Initially this was through our factory in Richmond, which still today provides paid employment to veterans with health conditions to make commemorative wreaths. Through our work we have developed a strong understanding of the complex challenges that many face.

Beyond the factory our employment support for veterans reaches into all communities across England and Wales. Each year we help hundreds of veterans with health challenges or other barriers to employment (such as criminal record, housing and finance, long term unemployment etc.) to secure a job and thrive in the workplace, wherever they are based. Four out of five of the veterans we work with report a mental health condition. Whatever their situation, and whatever they are going through, our employment team offer an exemplar service to help them overcome any barriers to employment.

Our service is person-centred and helps job seekers of all ages. The people we support move into a diverse range of jobs across many different sectors, from logistics and construction to the charity sector and health care.

We are now introducing a new Navigator service to support veterans into meaningful activities to improve their well-being and reduce social isolation, and ultimately support them into employment We are also expanding our employment service to adult families or carers of veterans with health conditions and will be delivering a service tailored to their specific needs from early 2023.

This is an excellent opportunity to join The Poppy Factory at an exciting period of growth in its activities supporting veterans. We hope you are inspired to join us in our important work supporting the military community.

**Benefits, terms and conditions**

The Poppy Factory aims to be a model employer and offers competitive terms & conditions of employment and a range of enhanced benefits, as outlined below:

**Salary:** All our salaries are benchmarked based on the requirements of the job description and comparable roles in the charity sector. Salaries are subject to annual review.

**Hours of Work:** The post is for two years fixed term, 37.5 hours a week, Monday to Friday.

**Location:** Home based

**Contract:** unless advertisement states otherwise all posts are offered on a permanent contract (subject to completion of a six-month probationary period).

**Pension:** on completion of three months service staff will be auto-enrolled into the Poppy Factory occupational pension scheme offered by Aviva. Contribution rates on auto-enrolment are 2.67% employee and 5.33% employer (via salary sacrifice). Staff may choose to increase their contribution rate. The Poppy Factory will contribute double the rate, up to a maximum of 10% employer contribution (increasing to 14% after completion of 5 years’ service).

**Annual Leave:** Full time staff entitlement is 27 days per year (including 3 days’ Christmas closure) with 1 day’s additional leave on completion of 3, 4, 5 and 9 years’ service (i.e. to a maximum of 31 days) plus 1 day in lieu of Armistice Day plus public holidays.

**Reservists Leave:** Staff who are members of the Reserve services are entitled to two weeks’ paid leave to support their reservist activities.

**Life Cover:** Life insurance cover of 3x annual salary.

**Employee Assistance Programme**: 24 hour/365 days confidential service offering a wide range of advice and support.

**Family Friendly:** Enhanced parental benefits (subject to meeting statutory requirements).

**My Work/Life Benefits:** cycle to work scheme, and access to our benefits portal offering a wide range of discount vouchers and promotions for high street shopping, restaurants, experiences and days out.