



JOB DESCRIPTION

Veterans Outreach Officer

Location: This is an outreach post and you will be based with Stoll in one of its West London Offices

Responsible to: Senior Veterans Outreach Officer

Role purpose:

Provide holistic welfare support to Veterans transitioning or already living in the community, to enable them to sustain independent living. This post will offer priority to those discharged as Wounded, Injured and Sick (WIS).

Key Responsibilities

Risk Assessment and Planning

To be responsible and accountable for delivering high quality support services to Veterans, their families and their dependents, through providing advice and support.

Enabling community integration to gain independence and ensure Clients sustain tenancies where appropriate.

Where acting as a key worker for a client, work with them to facilitate the best outcomes through holistic risk, support and needs assessments.

To be responsible for managing own caseload, with significant travel and lone working within the M25 area.

Housing and Homelessness

- Where Clients are being resettled into a new tenancy:
 - Undertake assessments and casework with Clients, ensuring an integrated approach to the support provision.
 - Undertake pre-tenancy work with Clients where appropriate, and liaise with any existing support to ensure that identified accommodation is appropriate, safe and promotes well being.
- Where Clients are failing in a tenancy, work in partnership with the relevant housing provider to resolve tenancy management issues, including challenging anti-social behaviour, establishing acceptable behaviour agreements and undertaking contact in respect of rent arrears ensuring that Clients understand their obligations and are maximising their income including claiming the benefits to which they are entitled.

- Assist Clients to undertake the general upkeep of their homes and to understand how to report their own repair/maintenance problems.

Financial Wellbeing

- Ensure that Clients access appropriate benefits advice to enable them to sustain living independently in their own homes.
- Act as advocate for Clients who are unable to do this for themselves and support them to obtain appropriate statutory or charitable support, liaising with relevant statutory and voluntary agencies on behalf of Clients.
- Assist Clients to adequately manage their finances, including advice on welfare and housing benefits and grant claims, as well as providing access, where appropriate, to financial and debt management support.

Mental and Physical Health

- Access and obtain support from relevant mental health, drug and alcohol, counselling and ex-services support/specialist agencies.

Employment Training

- Identify and access opportunities for leisure, employment education and training and other purposeful day time activities for Clients who are of retirement age or unable to return to work.
- Assist Clients to maximise their opportunities to access employment through learning, training and job searching and placement services.

Health and Wellbeing

- Build and sustain links with family, friends and the wider community.
- Support the development of a healthy lifestyle and access to appropriate health/medical services where relevant
- Develop and maintain independent living skills including cooking, cleaning and budgeting in order to sustain their tenancy and to break the cycle of homelessness.
- Arrange and escort Clients to appropriate day time activities where this is identified within their Support Plans.
- Encourage Client participation in any local Clients/residents associations or any other involvement initiatives to facilitate integration within the local community.
- Encourage Client to take responsibility for involvement in community issues that interest or concern them, to demonstrate tolerance and respect without recourse to formal dispute or anti-social conduct.
- Work with the Client to incorporate within their support plans to improve and sustain their health and well being.

Working in a team and with others

- Contribute positively to working in a team and across STOLL to deliver quality services to our Clients.
- Maximise own personal development by positively contributing to induction, supervision, training, appraisal and team meetings.
- Liaise and work with other agencies including housing, health and social care professionals as required in consultation with senior staff.
- Act in a professional manner while on duty and when representing STOLL.

Financial control

- Work within established budgets and maintain accurate financial records.

Record keeping and data management

- Maintain accurate and up to date Client, financial and other relevant service records, ensuring that support plans are understandable and reviewed regularly.
- Maintain confidentiality of records and information relating to Clients and staff in accordance with STOLL Confidentiality Policy

Quality and regulatory compliance

- Understand the legal framework in which STOLL provides housing and support to Clients.
- Work in accordance with the requirements of best practice in respect to support to vulnerable adults and safeguarding adults.
- Continuously look to improve the quality of services responding positively to client feedback and complaints.

Health and Safety

- Work in accordance with STOLL's policy and legislative requirements for health and safety and report any accidents or potential accidents and near misses.

Equality and diversity

- Manage and maintain services in accordance with the principles and practice of equality and diversity, taking account individual needs and requirements.

Other

- Undertake any other duties as your line manager may require in keeping with the responsibility of the post.

Person Specification

Veteran Support Officer

Experience

Experience of working with vulnerable adults and older people in a welfare capacity, for example within housing and homelessness, alcohol and drug misuse, mental health or physical disability services.

Experience/knowledge of the issues facing the ex Service community.

Experience of carrying out needs & risk assessments.

Experience of person - centred support planning.

Experience of lone working with a range of support needs.

Experience of working with voluntary and statutory agencies to support Clients to maintain independence and to access housing and/or other services.

Experience as an effective communicator - verbally and in writing.

Knowledge

Knowledge of the causes of homelessness and the cycle of homelessness.

Knowledge of relevant housing options.

Knowledge of welfare benefits that support independent living.

Knowledge of the requirements in respect of safeguarding vulnerable adults

Knowledge of relevant housing and welfare legislation.

Core Competencies

Client focus

- A passion to support vulnerable Veterans
- Understands the challenges faced by ex-Service men, women and families
- Provides excellent service delivery to both internal and external Clients, responding promptly and effectively at all times

Communication

- Communicates information clearly and concisely, both orally and in writing, with a wide range of audiences both formal and informal
- Informs colleagues of successes, challenges and developments

Team working

- Works well with Colleagues, Trustees, Clients and external stakeholders

- Applies the spirit of “mucking in”, helping colleagues when needed

Support of Equality and Diversity

- Treats all people with respect
- Upholds Stoll’s equality and diversity standards and promotes individuality, equality and community at all times

Delivers a High Quality of Work

- Produces accurate, thorough, and professional work
- Plans and manages own work load, working flexibly to meet changing work priorities and demands
- Maintains excellent timekeeping standards, managing appointments and meetings effectively and planning well in advance
- Delivers tasks set through planning and supervision
- Takes responsibility for own work, including errors
- Utilises Stoll IT systems to manage emails, calendars and data effectively

Commitment to Health & Safety

- Understands how to work safely, including an awareness of lone working issues and practices
- Understands how to respond to a safeguarding incident and reacts accordingly
- Manages their own health and wellbeing, recognising when to ask for extra support

Frontline Competencies

Working with Clients

- A focus on maximising the independence of our Clients in all interventions
- A focus on delivering a holistic service to Clients at all times, focusing on the person as well as their situation
- The ability to regularly motivate and inspire Clients to improve their life situation
- The ability to deal with Clients exhibiting difficult or challenging behaviour in a positive way
- An understanding of support issues particularly relating to Veterans

Communication

- The ability to communicate effectively with all Clients

Health and Safety

- An understanding of how to safeguard vulnerable adults and children
- The consistent application of appropriate boundaries when working with Clients

I have read this job description and person specification; I have discussed it with my line manager and understand the requirements of the role.

Name:

Signature:

Date: