



Welfare Officer (Police) – Wessex/Avon & Somerset

12 Month Fixed Term Contract

Salary: £23,500.

Benefits package: 30 days leave and up to 6% matched pension contribution after six months.

Location: Predominantly covering Avon & Somerset area but being part of the wider Wessex Team.

Would you like the opportunity to work for an outstanding new project predominantly supporting Police Welfare in Avon & Somerset?

If the answer to this question is 'YES' then you may wish to consider taking up the challenging but rewarding role of Welfare Officer in an independent charitable organisation that cares, supports and rewards. The Defence Medical Welfare Service has nearly 75 years of experience in supporting those who serve, and that experience is now being extended to a number of selected police forces including the Avon & Somerset Constabulary. You will provide welfare support primarily to police officers, staff and their families but may occasionally be called upon to support other DMWS service-users. Working as part of a small team, you will be supporting members of the police community when they are on a medical care pathway. You will provide emotional and practical medical welfare support, within a hospital environment (inpatient and outpatient), during treatment in community-based health facilities, or via home visits.

Key responsibilities will include working in partnership with officers and staff associations, police charities, the NHS and other organizations to enable Constabularies to enhance the health and resilience of the workforce, meet duty-of-care obligations, and promote better outcomes.

All DMWS Welfare Officers are required to complete a Diploma in Welfare Studies and Mental Health First Aid Course as part of their training. The induction package also includes mentoring by an experienced Welfare Officer. In return, you will be working within a friendly and supportive environment, making a real difference and receiving great benefits.

For a recruitment pack please telephone 01264 774000 or download the pack from <http://www.dmws.org.uk/vacancies>. The Application Form to be completed and returned to recruitment@dmws.org.uk.

DMWS is an equal opportunities employer and values diversity.

Closing Date: 12 pm Sunday 5th February 2017.

Interview Date: Friday 10th February 2017 at HQ DMWS, Nr Andover, SP11 9AQ.





POLICE MEDICAL WELFARE SUPPORT

JOB DESCRIPTION

WELFARE OFFICER (POLICE)

(Wessex / Avon & Somerset)

Primary Outputs

The Welfare Officer is responsible for providing a high quality and responsive medical welfare service primarily to support Police Officers, Staff and their families, when they are following a medical care pathway. This may involve lone working within the service users' homes, within clinical environments such as hospital and outpatient services, rehabilitation units, or recovery centres. Welfare Officers also provide independent emotional support to officers or staff who are under investigation or suspended from duty. This is a mobile role and the position is initially for a fixed-term 12 month period with the possibility of the post becoming permanent dependent on continuation funding becoming available.

Key Responsibilities

The Welfare Officer is responsible for:

- Providing a first-class service to Service Users including officers, staff and families, through the delivery of excellent practical and emotional support by establishing and maintaining good communications, regular visits, liaison with stakeholders, and timely and accurate recording of information.
- Responding rapidly to provide support in crisis situations.
- Properly and accurately assessing and documenting the welfare needs of patients and their families, and dealing with all referrals effectively, efficiently, and in a timely manner.
- Providing sensitive, high-quality emotional and practical support to relatives of seriously ill patients and to those who are bereaved.
- Liaising with stakeholders, including the Police Federation of England and Wales, Unison, Occupational Health, NHS and internal management structures through clear, accurate, and appropriate briefings and with advice being given and followed through.

- Making supported referrals to a wide range of statutory and voluntary organisations including Police charities.
- Supporting colleagues when required, and exceptionally, providing a service to other DMWS clients.
- Liaising closely with managers to ensure the welfare service is flexibly and effectively provided.
- Highlighting any risks to service delivery at the earliest opportunity and working collaboratively with the Area Manager to mitigate risk to patients and rectify issues if they occur.
- Quickly recognizing safeguarding issues and reporting any concerns regarding children or vulnerable adults to the appropriate agencies in a timely fashion.
- Keeping accurate records, and providing data and reports within agreed timescales. Providing comprehensive and robust written reports for other agencies regarding patients so that any follow-up care required is clearly articulated appropriate to need.
- Maintaining professional boundaries with clients and raising any concerns or issues appropriately and confidentially.
- Entering into self and peer assessment with line managers in the right spirit and with a positive attitude to personal development.
- Maintaining personal fitness commensurate with the mobility demands of the operational role.
- Identifying business development opportunities and promoting DMWS when opportunities arise.
- Delivering presentations on DMWS to external stakeholders.

Personal Characteristics

The Welfare Officer will:

- Be an excellent communicator and problem solver.
- Possess personal energy and resilience.
- Be passionate about welfare services and helping those in need of support.
- Be self-confident and motivated.
- Be a team player.
- Have good judgement.
- Be adaptable and have a flexible approach to work.
- Have an empathetic approach to people and possess a high level of emotional intelligence.
- Be prepared to travel on a regular basis and be away from home temporarily.

Minimum Requirements

The Welfare Officer will:

- Be able to work to corporate aims without losing touch with day to day service delivery.
- Have the ability to work in small groups and conduct lone working.

- Possess empathy with those who serve and the service community.
- Have excellent and effective verbal communication and interpersonal skills.
- Have excellent written communication skills.
- Possess good soft counselling skills to provide support.
- Be able to create and deliver interesting and informative presentations.
- Possess proven IT skills including the use of Microsoft Office tools including Excel spreadsheets.
- Possess a current, full driving licence.
- Be prepared to undertake training to meet company and customer mandated requirements and maintain currency in personal development
- Be prepared to undergo a Disclosure & Barring Service (DBS) check, and a DVA (MOD) check.
- Hold a recognised Health and Social Care or Welfare qualification at Level 3 or above (or be prepared to undertake the Level 3 Diploma in Welfare Studies).
- Hold a qualification as a workplace First Aider and a Mental Health First Aider (or prepared to undertake training as required).
- Be required to be subject to the Official Secrets Act.

Desired Expertise

Ideally, the Welfare Officer will possess the following experience:

- Experience of working within the police force environment and have a broad understanding of police organization.
- Familiarity of working in a health, social care, or welfare environment.