

**Job Description**

**Job Title:** Veterans Liaison and Support Officer(VLSO)Hertfordshire

**Reports to:** Veterans Liaison and Support Officer – Regional Lead

**Based at:** Home based with daily travel around the region

**Hours:** Full Time 37.5 hours (e.g., 9 – 5 Mon to Fri with ½ hour unpaid break)

**Company benefits:** 5% Employer pension contribution

Employee Assistance programme

Bike 2 Work Scheme

Death in Service following successful completion of probation

Competitive annual leave

Travel expenses

**Background**

In 2023 NHSE recommissioned veteran mental health services under Op Courage: Veterans Mental Health and Well-Being Service.

NHSE divided the service into seven regions, each lead by an NHS Trust, and allowed those Lead NHS Trusts to subcontract to further NHS Trusts and third sector organisations.

In the East of England, the lead provider is Essex Partnership University Trust. The Trust has subcontracted WWTW to provide social support; specifically (but not necessarily exclusively) in the areas of:

* Welfare
* Housing
* Employment
* Social inclusion
* Debt management

One VLSO operates in each county (six counties) with one VLSO operating as the Lead for the team.

**Impact:** WWTW’s ultimate goal is that those who have fallen furthest from where they want to be, are back on their feet, with a reignited sense of purpose; able to make a positive contribution to their communities again. Each role at WWTW has a part to play in that mission.

**Job Purpose**

To deliver the NHSE Op Courage contract in the East of England by working alongside the NHS teams in the East of England to deliver a single, holistic service to veteran service users.

To provide specialist assessment of veterans’ social care needs. To provide social care coordination and intensive support to veterans experiencing social care crisis whereby the individual’s social needs are interfering with their ability to engage with an appropriate mental health pathway.

To support veterans with issues around employment, housing, debt / welfare, disability, social inclusion and prescribing at the earliest opportunity following case allocation when clinically appropriate to do so. This support will be provided to veterans who may lack social support and are more likely to disengage from services or those who are deemed to need an additional level of intensive and face-to-face support. To achieve this by collaborating with local authorities, housing teams, addiction, employment services, third sector organisations and Criminal Justice System support services.

This work will be home based with daily travel around the region working intensely with a case load of beneficiaries for a case dependent period of time to empower them to connect and engage with local services, reducing their stress whilst navigating their Mental Health journey.Work may occasionally need to be required outside typical office hours (9-5pm). Each client will have been clinically assessed within an MDT type environment prior to your engagement and a care plan will be in place which each VLSO will work towards with each client.

It is a requirement of the post that the appointed candidate will hold an honorary contract with the NHS and must pass their recruitment prosses alongside WWTWs.   The appointed candidate will be expected to uphold the standards and values of both organisations.

**Principal Duties and Responsibilities**

* Work collaboratively in a team made up of NHS (within an honorary contract), Community Support Services, other Third Sector Organisations; empowering and supporting Veterans and their families who have entered the programme into successful outcomes.
* To analyse individuals needs and create a support plan that will break down barriers for a successful stabilisation and navigate the pathway of their MH journey.
* Develop and maintain a local network of organisations who will work with and support the needs of our beneficiaries.
* Undertake holistic client assessments, individually and as part of a collaborative.
* Work with the beneficiaries, their families, and carers within the collaborative, to design a personalised support/care/development plan, identifying support needs to ensure maximum engagement in improving health and well-being.
* Provide continuity and a co-ordinated experience of support, remaining point of contact throughout the individual’s journey.
* Establish and maintain effective liaison with key stakeholders including health, voluntary, social and education resources and attend relevant meetings as necessary.
* Work in partnership with all voluntary and community organisations to build a comprehensive database of local resources.
* Ensuring all reporting requirements are met as directed by both the Regional Lead and Regional Manager.
* Work in accordance with the principles of the General Data Protection Regulations (GDPR) and WWTW’s suite of information management and security policies to ensure the security, confidentiality and integrity of client data and information.
* Ensure that the programme meets WWTW professional standards and the reporting requirements.
* To maintain and enhance personal skillsets; undertake relevant training and development as and when identified.
* Support the Op COURAGE collaborative with any training/promotion and programme development support required as directed by both the Regional Lead and the Regional Manager.
* Reinforce WWTW’s values by behaving in a manner that strengthens and optimises the organisation’s performance.
* Attend scheduled role relevant WWTW and NHS meetings through virtual means or in person when required.
* Engage with Service Users at a frequency dictated by their presentation through in-person meetings and virtual means paying particular attention to urgent needs and risks for a time scale as agreed through Multi-Disciplinary Team (MDT) meetings.
* To provide a holistic awareness of the veterans’ difficulties by attending and contributing to case reviews and the Op courage MDT understanding of the veteran’s needs.
* Fostering WWTW’s on-going development through interactions with appropriate organisations including businesses and charities, whilst promoting our ‘Cumbrian Challenge’ and ‘Walking Home for Christmas’ event**s**.

**Organisation**

WWTW is committed to ensuring a positive working environment and works to WWTW’s key values.

**Key Relationships**

The list of key relationships is not exhaustive and is just an example of the type of relationships successful candidates will be expected to liaise with:

* Our Veterans, their families, and carers (beneficiaries)
* VLSO Regional Lead
* Regional Manager
* NHS Op COURAGE Service Team
* Referral partners such as Crisis teams and GPs
* Regional and national Veterans services
* Regional community support services and Local authorities
* The wider national WWTW Team

**GENERIC CLAUSES**

**Performance Management**

All employees have a responsibility to participate in regular performance appraisals with their manager and to identify performance standards of the post. As part of the appraisal process, every employee is responsible for participating in identifying their own training and development needs to support effective Service User outcomes.

**Health & Safety at Work**

Attention is drawn to the responsibility of all employees to take reasonable care for the health & safety of themselves and other people who may be affected by their actions at work.

**Equal Opportunities**

WWTW is committed to being an equal opportunities employer and welcomes applicants from people irrespective of age, disability, gender reassignment, race, religion or belief, sex (gender), sexual orientation, pregnancy and maternity and marriage and civil partnership.

**Safeguarding**

It is the responsibility of every member of staff to safeguard and protect vulnerable adults, children and young people from abuse. All staff are expected to undertake mandatory training relevant to the role. All staff should familiarise themselves with the relevant policies on safeguarding.