

## **Job Description**

### **Veterans Support Worker**

**Salary:** £22,000 pro rata (actual salary £17600 per annum)

**Hours:** 28 hours per week

**Holidays:** 16 days and pro-rata bank holidays

**Other benefits:** 5% pension contribution

### **Job Overview**

#### **Important and essential aspects of this post will be:**

- To support veterans leaving custody or with non-custodial sentences to re-settle effectively into their communities across Northumberland, Durham and Tees Valley
- To engage with organisations and services to meet the specific needs of veterans
- To work with veterans in a variety of settings e.g. 1:1 mentoring, small group work
- To manage a caseload including completion of project documentation in line with project contract
- To meet specific targets outlined in contracts with commissioners
- Effectively promote the ethos and values of Northern Learning Trust

#### **Main Duties and Responsibilities**

- Identify the needs of veterans and develop appropriate action plans that will support effective resettlement and progress towards employment
- Provide mentoring support to veterans to enable them to participate in positive activities that will reduce offending behaviour and attitudes
- Plan and deliver in house short learning courses where appropriate
- Develop and manage progression routes for veterans
- Maintain and monitor referrals, client records, outputs and outcome processes and procedures within deadlines
- Accurate and timely use of commissioners' recording MI system to record and monitor project activities
- Organise access to a range of activities, programmes and services, including veteran specific, to meet the needs of veterans
- Develop relationships with relevant organisations and professionals, to ensure an effective, consistent and holistic approach to meeting the various needs of veterans
- Provide written and/or oral reports as required to appropriate bodies
- Attend meetings, conferences or training events as appropriate
- Such other responsibilities allocated which are appropriate to the grade of the post

## Personal Specification

Essential	Desirable
<b>Qualifications</b>	<b>Qualifications</b>
Minimum of Level 2 Maths & English	Minimum Level 3 teaching qualification
	Minimum Level 2 Information, Advice and Guidance
<b>Knowledge</b>	<b>Knowledge</b>
Understanding of specific issues impacting on the transition and resettlement of veterans into civilian communities	Knowledge of wider support services in health, employment, education
Knowledge of National Offender Management and Transforming Rehabilitation	
Knowledge of veterans welfare services	
Knowledge and understanding of the review of veterans in the criminal justice system	
<b>Experience</b>	<b>Experience</b>
Experience of serving in the armed forces or have worked in a service focussing on the needs of people leaving the armed forces	Experience of working with offenders
Experience of working using a multi-agency approach	Experience of working with veteran specific services
Ability to demonstrate effective communication and publicity activities with organisations to promote services	Experience of working with veterans
Effective gathering and maintenance of client information	
Provision of effective IAG	
<b>Skills</b>	<b>Skills</b>
Driving licence and access to motor vehicle	
Proficiency in using a range of IT applications	Experience in using Management Information (MI) systems and MS office
Ability to cope well under pressure and adhere to deadlines	
Ability to work independently and manage own caseload effectively	