**Job profile – Armed Forces Community Outreach Worker**

**Grade E**

* **Location:** Durham/Northumberland/Gateshead
* **Service:** Housing
* **Line Manager:** Senior Armed Forces Community Outreach Worker
* **Car user status:** Casual

**Job purpose**

To provide direct support and advice to the Armed Force Community about housing options and support services available. To signpost the Armed Forces Community to appropriate support services.

The key roles of this post will include:

1. To promote the service within the local community through surgeries and other formats to the Armed Forces Community to ensure that the Armed Forces Community know how to access the service and gain support.
2. To provide one to one advice and outreach support to the Armed Forces Community on housing, resettlement, training and employment, education, income benefits, injury compensation and other issues. To undertake home visits when required.
3. To use effective risk assessment tools to identify risks and undertake appropriate actions.
4. To make contact with other external services and providers to ensure that the Armed Forces Community referred to appropriate services for assistance.
5. To keep accurate records of those in the Armed Forces Community who have accessed the service. To monitor activity and capture outcomes to support reporting requirements both internally and externally.
6. To adhere to policies and procedures regarding the working practises and service delivery. This will include; Safeguarding Vulnerable Adults, Health and Safety, Data Protection/Confidentiality and the services Code of Conduct.

7. Such other duties allocated which are appropriate to the grade of the post.

**Criteria**

**Essential**

Qualifications:

* 5 GCSE’s or equivalent at Grade C or above or relevant experience.
* A full driving license

Experience:

* Time spent serving in the Armed Forces or experience with working with Armed Forces
* Excellent organisational & time management skills
* Effective Communication
* Ability to empathise and help others
* Knowledge of re-settlement process for veterans
* Maintaining accurate records
* Working on own initiative

Knowledge:

* Current issues facing veterans
* IT skills including Microsoft Office packages
* Data protection and confidentiality

**Desirable**

**Knowledge of:**

* Current welfare benefits
* Safeguarding policies/procedures
* Housing/Social care

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| **Competency definitions**  **Interacting and Presenting**  **Supporting and Co-operating**  **Adapting and Coping**  **Enterprising and**  **Performing** | **Relating and Networking**  Easily establishes good relationships with customers and staff; relates well to  people at all levels; builds wide and effective networks of contacts; uses  humour appropriately to bring warmth to relationships with others.  **Presenting and Communicating**  Speaks fluently; expresses opinions, information and key points of an argument clearly  **Working with People**  Shows respect for the views and contributions of other team members;  shows empathy; listens, supports and cares for others; consults others and  shares information and expertise with them; builds team spirit and reconciles  conflict; adapts to the team and fits in well.  **Adapting and Responding to change**  Adapting to change and working effectively in a variety of different situations.    **Achieving Personal Work Goals and Objectives**  Accepts and tackles demanding goals with  enthusiasm; works hard and puts in longer hours  when it is necessary  Actively improving yourself by developing new skills and knowledge and learning from past experience. |

**Organising and Executing** **Planning and Organising**

Organising yourself and taking responsibility for

achieving results.

**Delivering results and Meeting**

**Customer Expectations**

Focuses on customer needs and satisfaction; works in systematic, methodical and orderly way; consistently achieves project goals.

**Following Instructions and Procedures**

Not challenging authority; follows

procedures and policies; keeps to

schedules; arrives punctually for work and

meetings; demonstrates commitment to

the organisation; complies with legal

obligations and safety requirements of the

role.