

Role Profile - Armed Forces Outreach Worker

INFORMATION ABOUT THE ROLE:

Group	Housing, Environment and Healthy Communities
Service	Housing Services
Location	Gateshead Civic Centre/Hybrid Working
Line Manager	Armed Forces Coordinator
Grade/SCP	<i>Grade E</i>

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

WHAT WE WANT YOU TO DO:

- 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.
- 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.
- To use effective risk assessment tools to identify risks and undertake appropriate actions.
- To make contact with other external services and providers to ensure that the Armed Forces Community referred to appropriate services for assistance.
- 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.
- To adhere to policies and procedures regarding the working practises and service delivery. This will include; Safeguarding Vulnerable Adults and Children, Health and Safety, Data Protection/Confidentiality and the services Code of Conduct.
- Such other responsibilities allocated which are appropriate to the grade of the post



WHAT YOU NEED TO BE SUCCESSFUL...THE ESSENTIALS:

THE KNOWLEDGE

- Understanding of current issues facing veterans
- Data protection and confidentiality
- Able to demonstrate a good understanding of equality and diversity and the ability to evidence how this would be displayed within the workplace
- Knowledge of the re-settlement process for veterans
- 5 GCSE's or equivalent at Grade 9-4/A-C (including Maths and English) or relevant demonstratable experience
- Evidence of continual professional development and a willingness to undertake additional training as required

THE EXPERIENCE

- Experience of using ICT including Microsoft Office packages
- Excellent organisational and time management experience
- Time spent serving in the Armed Forces or experience of working with Armed Forces

THE SKILLS

- Maintaining accurate records
- Working on own initiative
- Using effective communication methods and engaging with various audiences
- Ability to empathise and support others



OUR COMPETENCIES... HOW WE WANT YOU TO BE:

Delete as appropriate depending on level of post

EMPLOYEES

CUSTOMER FOCUSED

Puts the customer first and provides excellent service to both internal and external customers

GREAT AT COMMUNICATION

Uses accessible and inclusive methods to express and deliver accessible information in a clear and concise way to ensure our diverse workforce and communities understand

TEAM PLAYER

Works with others to achieve results and develop good working relationships

MAKE THINGS HAPPEN

Takes responsibility for personal organisation and achieving results

FLEXIBLE

Adapts to change and works effectively in a variety of situations

LEARN AND DEVELOP

Actively improves by developing and applying new skills and knowledge and learns from past experiences



