

Job Title: Veterans Wellcheck Project Support Officer

Responsible to: Veterans Wellcheck Co-Ordinator

Responsible for: N/A

Based at: Malvern Gate, Bromwich Road, Worcester WR2 4BN

Contract Period: To end April 2020

JOB PURPOSE AND ROLE:

The purpose of the Veterans Wellcheck Service is to provide person centred support to older veterans and provide them with information, advice and support to enable them to live as independently as they would like.

The Veterans Wellcheck Project Support Officer will provide administrative support to the Veterans Wellcheck team and be responsible for accurate data input, data quality and maintenance of client information. The job holder will contact clients to discuss their needs and eligibility for the service and refer to alternative services where appropriate. During busy periods, the job holder will also be responsible for carrying out home visits to conduct guided conversations.

PRINCIPAL RESPONSIBILITIES AND DUTIES

1. Provide support to the Veterans Wellcheck service.
2. Contact clients to discuss their needs and eligibility for the Service and refer to alternative services where appropriate.
3. Produce and present information in a clear and simple format for clients.
4. Provide cover in busy periods to undertake home visits to carry out guided conversations.
5. Arrange appointments for the Veterans Wellcheck Officers with clients.
6. Support the review of clients with the Veterans Wellcheck Officers.
7. Provide accurate and timely administrative support to the service.
8. Promote and publicise the service across the county.
9. Work within policy and procedure guidelines.
10. Actively participate in team meetings and work constructively with partners, staff and volunteers for the benefit of the organisation as a whole.
11. Any other duties as appropriate as requested by the organisation.

OTHER INFORMATION

- Age UK Herefordshire & Worcestershire is a Brand Partner of Age UK nationally.
- Age UK Herefordshire & Worcestershire is a member of, and works within, the philosophy and principles of the Age England Association.
- Age UK Herefordshire & Worcestershire is committed to equal opportunities, principles and practice.
- All staff, in their particular roles and working collaboratively, will be expected to pursue the aims and objectives of Age UK Herefordshire & Worcestershire set out in the overall strategic plan of the Organisation.
- All staff must work within the policies and guidelines adopted by the Organisations.
- All staff will participate in the supervision and appraisal systems adopted by the Organisations.