



**JOB SUMMARY AND PERSON SPECIFICATION**

**Job Title:** Support Worker/Case Manager (Scotland)

**Salary:** Grade F

**Reports to:** Operational Manager (Case Management)

**Location:** This is a hybrid position which includes a mixture of home working and a requirement for some community engagement.

The client group for this role are members of the Armed Forces Community (AFC) and families, including those who may be elderly, ill, or disabled. Given the potential needs of the client group certain requirements of the role fall within regulated activities, such as advising or guiding vulnerable adults, therefore this position is subject to an enhanced DBS check or country equivalent checks.

Anyone connected with Help for Heroes may be at risk and/or vulnerable/temporarily vulnerable, either by statutory definition or through circumstance. Help for Heroes is committed to Safeguarding and ensuring the welfare of vulnerable adults, children, and young people and expects all employees and volunteers to share this commitment.

<p><b>Job Purpose</b></p>	<p>To provide a fully person-centred Case Management service, including assessment, recovery plans and risk assessment plans, co-ordination of agencies involved, and provide regular reviews of progress for the AFC and their families. The Case Manager will also specifically provide welfare support, guidance, and advice as part of a recovery plan.</p> <p>Working collaboratively as part of our wider Recovery Services Directorate, you will identify need, create support pathways (internal and external), and co-ordinate structured recovery plans to support needs.</p> <p>Informed by a strength based and person-centred approach, as a Case Manager you will work with veterans and families to help them build independence. The overarching aim is to support veterans and families to structure their own recovery to build resilience and sustainability. Part of this role as a Case Manager you will be required to engage in localised</p>
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	<p>community activity to encourage veterans and families to engage in their local communities and source other appropriate outside support networks and agencies (for example Veterans breakfast clubs, coffee mornings). This will involve working collaboratively with other Help for Heroes recovery teams.</p> <p>The postholder will work cross functionally and forms part of the Case Management Service, with leadership provided by the Head of Service and delegated through the regional Operational Manager (Case Management). Recovery teams work collaboratively and cross-functionally under the overall leadership of the Services Director.</p>
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<p><b>Accountabilities</b></p>	<p>Accountable for delivering good and safe practice as set out in Service Framework and Service Standards.</p> <p>This would be achieved by enhancing the veteran’s sense of security, self-management, independence, and the ability to improve overall quality of life, empowering veterans to actively participate in managing their own recovery.</p> <p>The case manager will ensure the most positive veteran experience, within the resources available, and with particular attention on accessibility of services to support the goal of a sustainable recovery.</p>
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<p><b>Main Responsibilities</b></p>	<ul style="list-style-type: none"> <li>• Conduct a robust assessment of need and undertake the subsequent management of cases.</li> <li>• Work with veterans to mutually agree their needs, resources, opportunities, rights, and responsibilities.</li> <li>• To work collaboratively with veterans to develop and facilitate strength based and person-centred recovery plans.</li> <li>• Provide coaching, support, advice, and instruction as necessary in order to help veterans achieve their identified recovery goals.</li> <li>• Complete comprehensive risk assessments and identify all mitigating factors the veteran and family have in place.</li> <li>• Maintain an agreed case load and the recording of all assessments, recovery plans, risk assessments and evidencing progression in case notes, MDT working, case conferencing / reviewing and outcome tracking.</li> <li>• Meet the specific requirements of data entry and information capture with regards to service standards. This will include using Help for Heroes electronic client management systems and other evaluation tools as specified.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Take a professional role in MDT with internal and external stakeholders engaging with the veteran.</li> <li>• Provide timely and accurate information and signposting, promoting informed recovery choices, achievement, and self-help to move on.</li> <li>• Prepare and participate in monthly caseload supervision to ensure quality service provision and safe practice, with support from your Operations Managers.</li> <li>• Recognising the full range of needs and complexity, work within Safeguarding and Case Management informed practice, following Help for Heroes policies and protocols.</li> <li>• Continually work to improve accessibility of recovery services, developing provision in a wide range of localities including community venues and across digital channels. Actively reach out to potential veterans in new localities and those hardest to reach, including those with very serious injuries.</li> <li>• Work to enhance inclusivity, ensuring veterans with disabilities and circumstances making it harder to access opportunities are more aware of, and able to access, opportunities available to them.</li> <li>• Network with community organisations, partners, and stakeholders to make best use of local assets for the benefit of veterans.</li> <li>• Work within and follow Help for Heroes Health and Safety policy.</li> <li>• Extend the reach of Help for Heroes and adopt an innovative approach to sourcing spaces and community venues.</li> <li>• Develop and maintain constructive professional relationships within Help for Heroes Recovery services, the wider charity, across the sector and with other relevant agencies.</li> <li>• Work collaboratively with the Data Insight Team for project reporting purposes as required.</li> <li>• Where required provide support for Help for Heroes authorised volunteers and peer facilitators involved in community delivery.</li> <li>• Support activity and events where required or agreed.</li> <li>• Undertake supervision in line with Help for Heroes policy.</li> <li>• Undertake training and CPD opportunities as required and in line with appraisal.</li> <li>• Meet the travel requirements of a community-based role.</li> <li>• Carry out any other reasonable duties in line within the overall purpose of the post.</li> </ul>
<b>Essential Qualifications:</b>	Level 3 qualification in Welfare / Health and Social Care / or a related field; the equivalent experience working in community settings (3 years).

<p><b>Essential Knowledge, Skills &amp; Experience</b></p>	<ul style="list-style-type: none"> <li>• Proven track record in the delivery of safe and effective practice aimed at progressing improved outcomes in general health, socio-economic situation, connectivity, confidence, and independence.</li> <li>• Demonstrable knowledge and experience in the use and delivery of engagement approaches and supporting veterans to achieve recovery progression and quality of life outcomes.</li> <li>• Ability to communicate effectively (empathise) with veterans.</li> <li>• Ability to liaise with veterans and a wide range of internal and external contacts and cross sector organisations to increase opportunities and positive outcomes for veterans.</li> <li>• Be an effective decision maker employing good reasoning and judgement skills, capable of taking independent action when undertaking duties remotely from others and reporting back to line manager and others as required.</li> <li>• Be confident and competent in front facing direct delivery with a variety of audiences in different situations.</li> <li>• Have initiative and creativity to contribute to the development of a quality, sustainable service offer.</li> <li>• Be competent in the use of computers, electronic client management systems and particularly the use of Office 365 and Teams.</li> <li>• Have the ability to work effectively as part of a dispersed team.</li> <li>• Have an affinity with the Help for Heroes ethos, and behaviour and values framework.</li> </ul>
<p><b>Desirable Knowledge, Skills &amp; Experience</b></p>	<ul style="list-style-type: none"> <li>• Understanding of the Help for Heroes recovery ethos and holistic approach.</li> <li>• Person-centred practice in supporting veterans throughout their recovery journey in a variety of settings and platforms (face to face through community and home visits, all digital platforms).</li> <li>• Experience in the facilitation and delivery of community-based services.</li> <li>• Experience of facilitating veteran involvement and co-production of a recovery journey.</li> <li>• Have sector experience – charity/military.</li> </ul>

<p><b>Key Competencies &amp; Behaviours</b></p>	<p>Can you demonstrate the following:</p> <ul style="list-style-type: none"> <li>• An ability to build rapport quickly?</li> <li>• Be positive, empathetic, polite, friendly, and professional?</li> <li>• An understanding of professional boundaries?</li> <li>• A good understanding of the fundamental principles of safeguarding, cultural awareness, mental wellbeing, inclusion and working with vulnerable adults?</li> <li>• An ability to manage challenging situations and behaviours in a calm and appropriate manner, even when under pressure?</li> <li>• The highest levels of integrity, confidentiality, and commitment and an understanding of levels of accountability?</li> <li>• A well organised approach and respond quickly to changing demands and demonstrate strong skills in prioritisation and time management.?</li> <li>• Experience of working within a range of environments, locations and working cultures, adapting personal style and delivery method accordingly?</li> <li>• An attention to quality and detail in all aspects of work?</li> <li>• An excellent level of self-motivation and work with minimal direction?</li> <li>• Attention to quality and detail in all aspects of work?</li> <li>• The ability to work as part of a team and be a flexible team player?</li> <li>• Communicate in a professional and friendly manner?</li> <li>• The ability to work collaboratively with others?</li> <li>• The passion to embrace the organisational ethos and the process of recovery and to hold a focus on recovery progression?</li> <li>• The flexibility regarding hours of work, including routine out of hours/ evening work and occasional weekends in line with veteran / service needs.</li> </ul> <p>There may be frequent contact with both internal and external teams across the recovery region including home visits and therefore travel within a working day is to be expected. Absence from home overnight is unlikely on a routine basis but may be required on occasion.</p>
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I have read and understood the Job Description:

PRINT NAME: \_\_\_\_\_

SIGNED: \_\_\_\_\_

DATE: \_\_\_\_\_