



Job Description

- Job Title:** Veteran Liaison Support Officer (VLSO) – Routine Pathway, Cumbria, Northumberland, Tyne & Wear NHS Foundation Trust
- Reports to:** Regional Manager (NE)
- Based:** Home/Hub Hybrid with travel to multiple locations including; North Cumbria, Northumberland, Newcastle, North Tyneside, Gateshead, South Tyneside and Sunderland.
- Hours:** 37.5 hours per week
- Company benefits:** 5% Employer pension contribution
Employee Assistance programme
Bike to Work Scheme
Travel Expenses

Job Purpose

To deliver face-to-face care coordination to veterans and their families as part of NHS OP COURAGE, the veterans mental health and wellbeing service.

Attached to the Single Point of Access (SPA), you will work as part of a multi-disciplinary team with your colleagues in the CNTW NHS region to ensure longevity of support for your clients.

To engage with local welfare providers and key support service organisations who will assist in identified support and create essential pathways for those to access the appropriate services.

Primary Duties and Responsibilities

- To work with veterans referred by the CNTW OP COURAGE team.
- To undertake holistic assessments, working with the service user, to design a personalised care plan; identifying support needs to ensure maximum engagement in improving health and well-being.
- To utilise and develop the local network of appropriate organisations who could support beneficiaries in their community.
- To support the service user through the housing/welfare process.
- To provide service users with continuity and a coordinated experience of care, remaining the pivotal point of contact throughout the individual's journey.
- To establish and maintain effective liaison with stakeholders including health, voluntary, social and education resources, attending relevant meetings including MDTs as necessary.
- To work in partnership with all voluntary and community organisations to build a comprehensive database of local resources.
- Work effectively alongside colleagues who provide support to the veterans and their families such as the Peer/Family support team at Combat Stress.

- Ensure all reporting and data input requirements are met.
- To keep records of your work and adhere to confidentiality, information sharing protocols and provide monitoring information as required.
- To ensure that the programme meets WWTW professional standards and the reporting requirements.
- Undertake relevant training and development as and when identified.
- Provide data input into NHS systems where required.

The above list of responsibilities is not exhaustive, and you may be required to undertake other responsibilities as required by your line manager, appropriate to your level of pay.

As a Veteran Liaison Support Officer (VLSO) you will work with those Veterans, their families, and carers, who have been referred and accepted into the programme. This work will be home/Hub based with daily travel around the region working with a case load of beneficiaries for a short period of time to empower them to connect and engage with local services, reducing their stress whilst navigating their Mental Health journey. Work may sometimes be required to be scheduled for outside of typical office hours (9-5pm). Each client will have been clinically assessed within an MDT type environment prior to your engagement and a care plan will be in place which each VLSO will work towards with each client.

Organisation

WWTW is committed to ensuring a positive working environment and works to WWTW's key values.

Key Relationships

- OP COURAGE CNTW (Veterans MH Service)
- Clients/Patients
- NHS
- NHS services and other WWTW VLSOs
- Military charity partners (Combat Stress)
- National and local government agencies
- WWTW Employment Team

Performance Management

All employees have a responsibility to participate in regular performance appraisals with their manager and to identify performance standards of the post. As part of the appraisal process every employee is responsible for participating in identifying their own training and development needs to meet their KPI's.

Health & Safety at Work

Attention is drawn to the responsibility of all employees to take reasonable care for the health & safety of themselves and other people who may be affected by their actions at work.

Equal Opportunities

WWTW is committed to being an equal opportunities employer and welcomes applicants from people irrespective of age, disability, gender reassignment, race, religion or belief, sex (gender), sexual orientation, pregnancy and maternity and marriage and civil partnership.

Safeguarding

It is the responsibility of every member of staff to safeguard and protect vulnerable adults, children and young people from abuse. All staff are expected to undertake mandatory training relevant to the

role. All staff should familiarise themselves with the relevant Policies on safeguarding which are available on People HR.