



Job Description

Job Title:	Support Care Coordinator (Remote)
Reports to:	Strategic Pathways Manager
Responsible for:	N/A
Based at:	Scotland – working from home with some business travel.
Hours:	Full Time - Fixed Term for 12 months
Company benefits:	5% Employer pension contribution Employee Assistance programme

Job Purpose

WWTW's Digital and Telephone Support Service aims to provide support and care coordination to isolated and lonely veterans via social prescription. As an SCC you will promptly respond to the veteran's needs and connect them with a range of Armed Forces, civilian third sector and statutory services. Our digital support model has developed significantly over the last year with the Covid-19 pandemic, with all frontline staff providing remote support. This role is one of two new posts (the other in the East of England) dedicated to remote support.

Based in Scotland, we anticipate 60% of your caseload will be new beneficiaries located in the Scottish Highlands and Islands. The other 40% will be located elsewhere in the UK and will be existing service users who are stepping down from another WWTW support programme, such as our Mental Health programme.

The Digital and Telephone Service will deliver remote support to veterans who struggle to access face-to-face services. This may be due to the rural or remote location of the veteran, because of other

Principal Duties and Responsibilities

- Complete an assessment of needs once initial contact has been made (via telephone or internet)
- Develop and maintain a local network of organisations who will work with and support the needs of our beneficiaries.
- Provide continuity and a co-ordinated experience of support, remaining point of contact throughout the individual's journey.
- Utilise social prescription methods, sector knowledge and internet resources to identify suitable activities and build a working database of these resources
- Establish an individual tailored support package
- Conduct weekly telephone contact
- Encourage Peer Support with other rurally isolated veterans

- Coach & mentor beneficiaries, particularly to access to digital resources
- Referral to other WWTW programmes and external services where required
- Working with colleagues, develop new remote support offerings such as psycho-education tools, digital skills development sessions and digital social
- Ensuring all reporting requirements are met as directed by the Strategic Pathways Manager
- Work in accordance with the principles of the General Data Protection Regulations (GDPR) and WWTW's suite of information management and security policies to ensure the security, confidentiality and integrity of client data and information.
- To maintain and enhance personal skillsets; undertake relevant training and development as and when identified.
- Reinforce WWTW's values by behaving in a manner that strengthens and optimises the organisations performance.
- To have, or be willing to develop, knowledge and understanding of mental health and/or substance misuse/social care legislation and policy, as required (e.g. Housing Act, Care Act).
- To take part in delegated aspects of training within the team, as required by service need.
- With appropriate guidance, to provide support for staff at an appropriate band/grade (e.g. students and peer workers) ensuring collaborative working is at the forefront of the whole team minds, at all times.

Organisation

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

Key Relationships

The list of key relationships is not exhaustive and is just an example of the type of relationships successful candidates will be expected to liaise with:

- Our Veterans, their families and carers (beneficiaries)
- Programme Manager
- NHS Team Members
- Regional Veterans services
- Community support services and Local authorities
- The wider national WWTW Team

GENERIC CLAUSES

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, gender, race and disability.

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.