

|                     |                        |                                 |                             |
|---------------------|------------------------|---------------------------------|-----------------------------|
| <b>Job Title:</b>   | <b>Welfare Manager</b> | <b>Department</b>               | Wellbeing Centre            |
| <b>Vacancies</b>    | 1                      | <b>Job Code/ Req#:</b>          | STEP/CW002                  |
| <b>Location:</b>    | Worcester              | <b>Travel Required:</b>         | No                          |
| <b>Enhanced DBS</b> | YES                    | <b>Position Type:</b>           | <b>Volunteer</b>            |
| <b>Hours</b>        | 4 hrs. a week- flexi   | <b>Will Train Applicant(s):</b> | In-house training provided. |

**Job Description**

STEPWAY are looking for a highly motivated self-starter with knowledge of the Armed Forces and Ex-Services charity network and the ability to understand the challenges more vulnerable veterans must overcome, particularly those who are struggling within the areas of dynamic need. This person will be based in Worcester providing face to face support to veterans at the Worcestershire Wellbeing Centre.

STEPWAY provides a support programme for Veterans primarily identified from partner organisations in the local community, it is focussed on early intervention, support, and empowerment. This is achieved by delivering the 7-step civilian skills program and through the Banter & Brew sessions and the outdoor community projects.

On-going training will be provided for the right applicant.

**Specific Responsibilities**

- Work as part of a team at the Wellbeing Centre and outreach, together with your team of caseworkers and office admin.
- Ensure that all activity is recorded on the CRM by the office Admin, adhering to the GDPR legal requirements.

**Essential Competencies**

- Empathy with and a good understanding of ex-forces personnel and the challenges they can face.
- Highly motivated and independent, capable of working remotely from the Project Manager.
- Resilient and able to work with individuals with complex needs and cope with the rigors that arise from working with veterans in the justice system and within the mental health services.
- Commitment to working with each veteran without prejudice.
- Experience of working with veterans and provide warm referrals on request.
- Highly organised with strong IT skills.
- Excellent team players who will contribute to a diverse and dedicated team.

**Applicants will be required to undertake an Enhanced DBS Disclosure and Non-Police Personal Vetting.**

**TO APPLY FOR THIS POSITION, PLEASE CONTACT-**

**Operations Director- Tina Dales [tina.dales@stepway.org](mailto:tina.dales@stepway.org) 074985 86806**