



Job Title	Head of Welfare Services
Division	RBVE Living
Location	Aylesford, Kent
Reporting To	Director of Living and Impact
Staff Management	Welfare Team

Key Relationships	
Direct People Responsibility:	Step In Officer, Welfare Officer(s), BBMC Job Coach
Current Operating Areas:	Welfare and support services, emergency supported accommodation, floating support, and community services.

Main Purpose of the Job	
<ul style="list-style-type: none"> • To be responsible for the effective management of robust welfare services across RBVE located predominantly on the 72-acre RBVE Village in Aylesford, Kent. • To provide support and guidance to Veterans and their families and dependents on the Village to support their transition to sustainable independent living beyond the Village when appropriate. • To develop and deliver a welfare framework to our beneficiaries that provides support and guidance to residents in a safe and empathetic way to tackle complex needs and also ensure that staff have appropriate skills and are supported to work safely with supervision. • To build and maintain partnerships with external agencies who can support the needs of veterans. 	

Your Key Responsibilities	
<ul style="list-style-type: none"> • Work closely with the Village Committee, the Director of Living and Impact and the Housing Officer to complete the review of welfare services delivered by RBVE. • Develop and maintain key policies and strategies for Welfare. • Take a strategic lead in welfare issues with key partners. • Liaise with other members of the Welfare and Housing Team to ensure the smooth running of Mountbatten Pavillion, 28 bed HMO, escalating or raising awareness of any issues, concerns or problems to the Director of Living. • Work with partners in the military and wider charitable sector to support the needs of veterans and their dependents. • Completion of concise and accurate performance reports for senior management and the boards and sub-committees to report and progress and facilitate appropriate strategic decisions. • Contribute to the preparation of the annual plan for RBLI Living and the estates development strategy including identifying care and welfare needs for veterans. 	
Support Services	
<ul style="list-style-type: none"> • Support the welfare team to deliver and develop the welfare support programme to residents of Mountbatten Pavillion and the wider Village. 	

- Support the Step In Officer to deliver and develop the support provided for vocational progression.
- Support the BBMC Job Coach to support beneficiaries working in fulfilment in Aylesford and Leatherhead.
- Ensure that outcomes of support are effectively recorded and reported including statutory reports and reports to external funders.
- Work with referral partners to ensure that homeless and vulnerable veterans are identified and supported through the RBVE Village or through referral to other agencies.

Community Services

- Work with the Community Centre Manager to develop and deliver a range of community events across the RBLI village to support the range of residents on the village
- Work with the Director Living and Impact and the RBVE fundraising team to identify new community services, facilities or activities that support the wellbeing of veterans and their families across the RBVE Village and wider RBVE portfolio.

Financial Management

- Control all income and expenditure within the agreed annual budget and ongoing forecasts to achieve successful cost control and income streams leading to successful financial management with liaison with Director of Living and Impact.
- Ensure that funding reports and returns are completed promptly and accurately.
- Work with the fundraising team to identify areas of need to support bids for new work and to ensure that reports for current funding are completed accurately and promptly.

People Management

- Undertake all HR related activity and processes as requested by the HR Department and SMT including but not limited to line management of your direct reports, absence management, performance management, investigations, disciplinary and grievance hearings, and annual appraisals.
- Undertake recruitment as and when necessary in order to ensure that a balanced, skilled and flexible workforce is maintained now and in the future.
- Ensure that training needs are assessed, implemented, and monitored for all team members where appropriate.
- Ensure a safe working environment for all employees, providing training as appropriate and health and safety measures as required to comply with legislative requirements.
- Promote by example the high standards that RBVE expects of its employees and volunteers when representing RBVE and support staff and volunteers to understand and reach these standards.

Communication

- Enthuse and inspire your team to deliver excellent services to veterans.
- Develop and foster good working relationships and communication with the Property Services Maintenance Manager, the Housing Manager, Health and Safety Manager and Registered Manager for Assisted Living across the Village.
- Ensure effective and clear communication with residents and allow feedback from residents.
- Develop plans to maximise the use of technology to deliver more effective and efficient services to resident.

General

- Show courtesy and respect to tenants/residents and relations at all times to ensure that they enjoy the highest quality of life, respect, and confidentiality.
- Recognise and maintain professional boundaries/relationships with residents/tenants.
- During day-to-day activities such as visits to tenant's homes, report any concerns to the Director of Living and Impact, without delay.
- Be aware of and at all times comply with, all relevant company policies and procedures and all relevant statutory responsibilities including fire arrangements, Health and Safety issues including moving and handling, COSHH regulations, maintaining records diligently and accurately as required.
- Greet all visitors and answer the telephone in a friendly and courteous and efficient manner and promote RBVE positively at all times in the local community.
- Attend and participate in training sessions and staff meetings.
- Maintain good working relations with all colleagues at all times.
- Participate in the supervision and appraisal process using RBVE procedures and documentation.
- Keep the Director of Living and Impact informed of any concerns or changes in staff that could affect the smooth operation of the division.
- Comply with all policies and procedures to ensure the safety and wellbeing of yourself, your residents and your colleagues.
- Report any health and safety or safeguarding concerns you may identify during your day-to-day activities to management and/or the appropriate services without delay.

General Responsibilities

- Embrace and live the RBVE values – Integrity, Motivated, People First, Accountable, Community and Teamwork = IMPACT
- Undertake any other duties as directed by your Line Manager that reasonably falls within the scope of the role.
- the business.

Recordkeeping and Confidentiality:

- Keep clear and comprehensive records of support offered using the RBVE WSS database and STEP IN review documentation, ensuring these are updated in a timely fashion.
- Ensure personal information of beneficiaries is protected, stored securely, and only disclosed as required with the appropriate consent.

Working Environment

- Office based
- Travel within the RBVE and Centenary Villages
- Home visits to independent properties, flats, and HMOs as required
- Occasional travel to external agencies
- Occasional meetings outside Office Hours
- Responsible for monitoring Out of Hours calls on a rota basis

Personal Attributes

- Leader and motivator
- Operationally focussed
- Financially astute
- Decision maker
- Team player
- Committed to achieving high standards of Customer Service

- Self-motivated, disciplined, and enthusiastic
- Personal commitment to Support Veterans

ESSENTIAL SKILLS	DESIRABLE SKILLS
<ul style="list-style-type: none"> • 10 year's experience working within welfare sector • Experience of developing and delivering Welfare support services • Experience of managing and motivating teams • Track record in empowering teams to deliver excellent performance • Understanding of the needs of veterans • Excellent planning and organisational skills • Experience of Social Prescribing. • Able to challenge and take action to address poor performance • Ability to innovate and transform services to become customer focussed and deliver value for money • Excellent understanding of the regulatory framework around support services in England 	<ul style="list-style-type: none"> • Management qualification • Knowledge of charity or private sector • Working with local authorities • Passionate about supporting veterans of the armed forces
<p>Note: This job role requires a completed DBS check before the candidate starts. The level of check required for this role is BASIC</p>	

Note: This job description is a general guide to the above role and is not indicative of all the activities and functions of the jobholder which may vary from time to time according to the needs of the business and as instructed by the nominated Line Manager.