

JOB DESCRIPTION

Veteran's Voice, Family/Carer Voice and Social Care Lead



1. JOB DETAILS

Job Title:	Veteran's Voice, Family/Carer Voice and Social Care Lead
Department:	Clinical
Location:	Home/HQ (Role will require frequent travel between Combat Stress sites and other locations across UK)
Band:	8A
Hours:	37.5
Reporting to:	Medical Director
Responsible for:	Veteran Engagement Officer

2. OVERALL PURPOSE

The post-holder is tasked with leading the strategy, development, monitoring and evaluation of the Combat Stress Peer Support Service, Family/Carer Support Service, Veteran Voice (Combat Stress' veteran co-production) and Family Voice (Combat Stress' family/carers co-production) functions, and leading on the Safeguarding strategy and implementation.

3. KEY RESPONSIBILITIES

- Ensure clear governance structures are in place for the Combat Stress Peer Support Service, Family Support Service, Veteran's Voice, Family/Carer Voice and Safeguarding functions
- Lead and co-ordinate the development of an effective workforce for these functions across all sites in partnership with hub managers, promoting excellent standards of practice.
- In collaboration with hub managers, co-ordinate communication systems between the Peer and Family/Carer Support Services, Veterans Voice, Family/Carer Voice, and Safeguarding function, with internal and external stakeholders within mental health and the wider veterans community in regions across the UK.
- Build partnerships with external agencies in relation to all the functions
- Line management the Veteran Engagement Officer
- Provide mentoring to the regional peer support coordinators
- Provide mentoring to the family support worker(s)
- Provide Safeguarding advice and information

Management Responsibilities

- Oversee fidelity to the Peer Support and Family Support models
- Participate in the recruitment and selection of staff and volunteers
- Ensure compliance with agreed standards, policies and procedures
- Support performance management by hub managers
- Contribute to strategic management discussions, supported by regular reports including evaluation on service effectiveness and viability of partnerships established with key organisations.
- Line manage Veteran Engagement Officer

Education and Training

- Oversee the provision of specialist knowledge, education and training for professionals working within Combat Stress and external services about the Peer Support Service and Family Support Service and those accessing the services, about Veteran Voice and Family Voice, and about Safeguarding
- Contribute to appraisals, Continuing Professional Development for staff and volunteers.
- Deliver conference presentations, providing specialist knowledge and understanding for professionals about the principles of peer support for veterans and support of the families and carers of veterans

Audit and Research

- To lead on regular audits of the functions covered, including quantitative and qualitative data.
- Promote a culture of implementing evidence-based practice among the staff in the peer and family support services, and across Combat Stress in relation to Safeguarding.
- Encourage the development of innovation in service delivery and ensure opportunities are provided in meetings for the generation of new ideas and sharing of latest research evidence.
- Work closely with senior clinical colleagues in Combat Stress to contribute to the development of research and publications.

Professional Responsibilities

- To participate in regular professional supervision, Continuing Professional Development and appraisal as consistent with the requirements of Combat Stress
- To represent Combat Stress in a professional manner at all times.

Administrative Responsibilities

- Oversee the storage and reporting of data for Combat Stress across services in accordance with the Data Protection Act 1998 and organisational policy.

- Co-ordinate analysis and reporting of data across the Charity in relation to the functions covered
- Produce written and verbal reports for governance meetings

General Responsibilities

- To fully understand and adhere to the policies and procedures of Combat Stress.
- Work in a flexible and responsive way to meet the demands of the service and between the different regions across the UK.
- To undertake any other duties at the request of the line manager which are commensurate with the role.
- To contribute to the maintenance of a healthy and safe working environment by adhering to Health and Safety policies within Combat Stress.

4. KEY RELATIONSHIPS

- Veterans involved in Veteran Voice and Peer Support Service, in particular, but also wider Combat Stress service users
- Families, partners and carers involved in Family Voice and Family Support Service in particular, but also in relation to wider Combat Stress service users
- Veteran Engagement Officer
- Regional Peer Support Coordinators
- Family Support Worker(s)
- Hub Managers
- Medical Director
- Director of Operations
- Service Managers in identified Partner organisations
- Head of IT
- Finance Manager
- Head of Communications
- Quality and Clinical Governance Manager
- Voluntary and statutory sector organisations involved in Veteran's care

5. RISK MANAGEMENT

All staff have a responsibility to manage risk within their sphere of responsibility. It is a statutory duty to take reasonable care of their own safety and the safety of others who may be affected by acts or omissions.

As an employee of Combat Stress you are required to be risk aware, readily able to identify risks faced by you and by Combat Stress in the course of your day-to-day employment. Where a new risk is identified it is to be reported through your line manager.

We reserve the right to ask you from time to time to undertake any other reasonable duties as required within this role.

Signature – Job Holder

Date

Signature – Line Manager

Date

Reviewed: May 2020