



1. Job Title	Veterans Outreach Officer	2. Job Description Date	7 Mar 24
3. Department/Team	Health & Wellbeing	4. Reports to	Head of CPVO
5. Context			
<p>The Royal Hospital Chelsea (RHC) is a historic institution providing sheltered accommodation (Long Wards) and full nursing care where necessary (the Margaret Thatcher Infirmary) for some 300 retired soldiers, known as the Chelsea Pensioners. It provides health and wellbeing support and fosters comradeship for British Army veterans in recognition of their service to the Nation and safeguards their historic home for the veterans of tomorrow.</p> <p>All roles within the RHC have an integral part to play in contributing to the achievement of the organisation's strategy and vision.</p> <p>The RHC has launched the Chelsea Pensioners Veterans' Outreach (CPVO) programme aimed at extending an offer to older service veterans inviting them to engage with our In Pensioners and enjoy the sense of community and comradeship that is at the heart of the Chelsea Pensioner community as well as take part in some of the activities that benefits and contributes to the wellbeing of those veterans who are residents in the RHC.</p>			
8. Role Purpose:			
<p>The post holder will be responsible for supporting the Head of Veterans Outreach in developing and managing the CPVO programme as we seek to engage with the wider military veteran community both locally and nationwide.</p> <p>The role involves promoting the programme using existing veterans' networks, establishing our own network and seeking innovative ways to connect with the wider veteran community, primarily those above pensionable age. There is a significant data collection, and management element including the registration process, evaluation of events and analysis of data to help develop strategy and evaluate operational delivery as well as inform fundraising opportunities and objectives.</p> <p>The post will be responsible for supporting the delivery of the following principal outcomes of the CPVO programme:</p> <ul style="list-style-type: none"> • Combatting social isolation and loneliness amongst older veterans through the positive effects of comradeship with each other and with Chelsea Pensioners. • Delivering positive effects on the health and wellbeing of older veterans through participation in group activities and health and wellbeing programmes. • Collaboration with partners to develop and evolve effective older veteran support programmes. • The development of models for effective peer support. • Improved social networks for older veterans in the community. • Develop monitoring and validation systems for the service and promote good record keeping. • Contribute to the research and evaluation regarding the positive effects on health and wellbeing through meaningful participation in group activities. 			



9. Principal Accountabilities: 8-10 outcomes

Programme Management and Implementation

- Contribute to the development and execution of the CPVO programme, as directed by the Director of Chelsea Pensioners Veterans Outreach (DCPVO) and the Head of Veterans Outreach.
- Lead the engagement by Chelsea Pensioners with external veterans and nurturing and management of a core cohort of In Pensioner volunteers which is fundamental to the success of the programme.
- Support the development of a range of resources to help deliver support opportunities. This will include establishing and maintaining strong relationships with delivery partners, volunteers, pro-bono expertise and assistance from internal and external agencies.
- Assist in establishing active links with partner agencies working with veterans to programme regular digital, or virtual, meetings between Chelsea Pensioners and non-resident ex-service personnel; liaise with partner agencies over transport and access arrangements for non-resident ex-Service personnel.
- Support the DCPVO in developing a robust evaluation framework, and maintain a monitoring and evaluation framework, alongside records of and reports on outreach activities, together with service impact. Implement innovative mechanisms to capture qualitative and quantitative feedback from programme participants, partners and stakeholders.
- Establish connections with carers of veterans, veterans who are carers themselves, together with agencies who support carers to co-produce a programme of support, social activity and learning that will improve delivery of care, help individuals to overcome challenges and continue their own personal development. Be prepared to assist with the planning, implementation and promotion of programmes for carers alongside partners.

Programme Development

- Using data and experience continue to develop a cohesive operational plan for CPVO programmes and monitor its implementation.
- Develop and implement policy based on best practice and learnings from across the care, social care and veteran welfare sectors.
- Assist in the development of programmes activities offering ways for Chelsea Pensioners and external veterans to interact and engage positively, including social and learning opportunities, entertainment, physical activities, workshops, creative or craft work, gardening, music, etc.
- Help to develop proposals for staffing the service, including the recruitment, induction, training, and management of staff and volunteers.
- Assist the DCPVO in the development of Digital outreach, one of the four outreach themes looking at ways to use digital opportunities to reach older veterans who are not able to travel to meet other older veterans in person.

Line Management and Reporting

- On a day-to-day basis will report to the Head of Veterans Outreach.
- As a member of the Department of Chelsea Pensioners Veterans' Outreach the DCPVO is the postholder's department head.



- Line management of support staff and volunteers, ensuring the Royal Hospital Chelsea values are maintained and the effective development and training of direct reports.

10. Leadership expectations

- Assist in the development of the RHC outreach programme and develop safe, effective, and affordable ways for it to be delivered within the constraints of the site, the capacity of the Chelsea Pensioners, staff, and partner agencies.
- Contribute to the budgetary oversight for the Veterans Outreach programme.
- Contribute to regular reports to the Board of Commissioners and the Executive Board, outlining the programme's performance against agreed Key Performance Indicators.
- Work with the Communications Team in disseminating publicity and promotion of the Veterans Outreach externally.

11. Skills Knowledge and Experience

Essential Skills

- Ability to communicate highly effectively and with empathy across all areas at all levels.
- An understanding of strategy and well-developed project management skills.
- Awareness, understanding and respect for the rights and wishes of beneficiaries of the Veterans Outreach programme.
- Data collection and collation.
- Understanding of functional policy and procedure.
- Understanding of recording, monitoring, reporting, and evaluating services and service outcomes.
- Both self-motivated and a team player, willing to work out of hours when needed.
- Highly organized and able to use initiative to work effectively.
- Ability to work calmly under pressure.
- Excellent people skills and the ability to forge strong working relationships, including with delivery partners from other agencies and charities.

Desirable Skills

- Ability to work with a wide range of people.
- Budget management.
- Understanding of the hopes, fears, expectations, needs and dynamics that drive older people's issues.

Knowledge and Experience

- Experience of developing, delivering and evaluating therapeutic projects or programmes with veteran, older living or underserved communities to promote health and wellbeing.
- Previous military experience at SO3 Staff Officer level is highly desirable.
- A working knowledge of the military charity sector.
- Line management experience, including working with volunteers and key stakeholders.

Competences

- Sector awareness – abreast of sector trends and the work of comparator organisations.



- Responsibility – comfortable understanding leadership objectives and direction and then working independently.
- Teamwork – works well in a team and contributes effectively towards common goals.
- Communication – conveys information in a confident, professional way that is easy for others to understand.
- Results orientated – achieve goals and see projects through to completion.
- Problem solving – calm under pressure and able to identify the most relevant solution.
- Relationship management –ability to foster successful professional relationships with external organisations, partners and colleagues.
- Understanding of policy and legislation, including Safeguarding and GDPR.

Qualifications:

- Degree level, or equivalent (desirable).
- Military staff training (desirable).
- Proven ability in military junior and mid-range command and staff appointments (desirable) .

12. Agreement: I have reviewed this Job Description and confirm it accurately reflects the role.

Line Manager	Date
Employee	Date

Note: All RHC employees are expected to be flexible in undertaking the duties and responsibilities for their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility.