



## VETERANS OUTREACH SUPPORT (VOS) WELLBEING MANAGER

### ROLE DESCRIPTION & PERSON SPECIFICATION

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**Role Title:** Wellbeing Manager      **Accountable to:** Chief Executive

**Liaison with:** VOS management, welfare, clinical and administrative staff, volunteers, service users, delivery partners, activity providers and other statutory and charitable partners.

**Overall Purpose:** To oversee and manage the delivery of peer-supported activities and social groups with the aim of improving service user wellbeing through non-clinical means. The post holder will design, develop and deliver a variety of activities, both physical and online, in collaboration with VOS volunteers, delivery partners and activity providers, working closely with other VOS team members providing welfare and clinical support. The post holder will be a member of the VOS management team and has a key role in maintaining relationships with local partners, such as social prescribers. The post holder will also be the lead for two new AFCFT-funded projects, as well as existing peer-support projects.

**Hours:** Full time/part time (P/T minimum 3 dpw) - 1 year, fixed-term contract – extendable.

**Salary/Benefits:** circa £25,000 - £35,000 dependent on skills and experience (see footnote)<sup>1</sup> plus workplace pension and Employee Assistance Programme (EAP).

**Leave:** 25 days + Public Holidays (pro rata).

**Location:** Portsmouth HQ, other VOS locations.

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Veterans Outreach Support (VOS) is a UK registered charity that offers welfare, wellbeing, mental health and substance misuse recovery support and services to veterans of the UK Armed Forces and the Merchant Navy and their partners in Portsmouth, Hampshire, and the Isle of Wight. Support ranges from telephone and face to face welfare advice to peer-supported activity and social groups, mental health support and therapies, and substance misuse recovery support. Monthly Drop-Ins in Portsmouth and Newport (IOW) also bring together a wide range of delivery partners and other charities for the provision of comprehensive one-stop shop welfare, wellbeing, and mental health support for service users, in a warm and friendly environment.

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### ROLE DESCRIPTION

#### Main Duties and Responsibilities:

1. Act as the lead for all VOS wellbeing activities, designing, developing, and delivering a wide range of indoor, outdoor, and online activities that promote the physical and mental wellbeing of VOS service users.
2. Maintain and up to date knowledge of service providers, support organisations, and activity suppliers and venues, building a network of volunteer and professional peers in support of non-clinical caseload.
3. In addition to VOS-delivered activities, identify external activities and social groups that might benefit the wellness of VOS service users, seeking to cooperate and collaborate, both making and accepting referrals, to provide the widest range of opportunities for VOS SU.

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<sup>1</sup> Candidates are welcomed from a broad range of backgrounds and skills, therefore wide salary range addresses this. Range shown is for full time equivalent. A part time appointment would be remunerated on pro rata basis.

4. Provide regular feedback, returns, reports and statistics to VOS management, to facilitate analysis and reporting in support of optimal outcomes and reporting to appropriate stakeholders including VOS donor reporting requirements.
5. Working with VOS staff and clinicians, contribute to holistic assessments and develop personalised care plans based on VOS wellbeing activities, supporting VOS welfare and clinical staff in addressing service user needs.
6. Identify when there is a need for urgent action or step-up in care to other internal and external partners, liaising with the VOS team and external bodies as required.
7. Maintain a close working relationship with local social prescribers, to facilitate the referral path to VOS for veterans and families.
8. Working with the VOS clinical and welfare staff, contribute to informing and advising local GPs and other primary care providers of the services and support available at VOS, and how to access them. Eg. GP training events.
9. Recruit, manage, and coordinate volunteer resource in support of wellbeing and other VOS activities, in cooperation with staff colleagues, contributing to their induction and training.
10. Represent VOS at conferences, meetings, and partnership boards for the furtherance of VOS charitable objects, maximising cooperation and collaboration with external stakeholders.
11. Working with the VOS finance lead, manage the delegated peer-support activities and groups budget, including supplier contracts and invoicing, reporting any variations against forecast targets.
12. Assure the protection and privacy of confidential information in line with VOS clinical policy and GDPR, ensuring that all clinical staff are aware of the importance of protecting confidential information, dealing personally with confidential matters, and liaising with professional bodies as appropriate.
13. Conduct or review Health & Safety risk assessments for VOS activities, ensuring compliance with statutory obligations and legislation, and assuring a safe environment for VOS SU.
14. Undertake other VOS duties and responsibilities commensurate with this role as may be required from time to time and as a member of the VOS team.

## PERSON SPECIFICATION

### Essential:

1. Highly organised self-starter and creative planner, capable of managing multiple strands of activity, whilst remaining close to service users and their needs.
2. Flexible and responsive with ability to work on own initiative and with minimal supervision to meet targets and deadlines within agreed timescales.
3. Strong team player and leader, capable of working as part of a dynamic, high-tempo team, including with volunteers and other supporters and partners.
4. High level of emotional intelligence (EQ), with excellent interpersonal and communication skills, especially listening skills, with the ability to build strong relationships at all levels.
5. Strong commitment to equality, diversity, and inclusion.
6. Competent in use of IT systems and social media, including video-conferencing and MS Office software.
7. Ability to travel independently, using own transport, across all VOS locations.

### Desirable:

1. Knowledge of veterans' issues and strong advocate for their support.
2. Experience in Occupational Health (OH) and Mental Health First Aid (MHFA).
3. Experience of basic project and budget management.
4. Experience of working with charity organisations.

### Notes:

#### Responsibilities:

The responsibilities and activities in the job description are indicative but not exhaustive and may be expected to change as the organisation develops. The post-holder will be expected to adapt to changing requirements.

#### Data Protection Act

The successful candidate will be aware of the Data Protection Act and the General Data Protection Regulations and adhere closely to confidentiality and data protection protocols in the communication of personal information within the charity and between services.

#### Safeguarding

All VOS staff have an individual responsibility to safeguard and promote the welfare of individuals and must know what to do if they are concerned that there is an adult is at risk of being abused or neglected. Adherence to the Safeguarding Policy is mandatory for all staff.

#### Health & Safety

The successful candidate will be required to take reasonable care for their own health and safety and that of other persons who may be affected by any act(s) of omission. They are also required to co-operate with all staff to ensure that all statutory regulations, policies, Codes of Practice, and departmental safety procedures are adhered to and to attend relevant training programmes.