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ARK at Egwood CIC

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Armed Forces Link Worker Role Job Description

Application forms can also be requested via the ARK office and completed forms should be submitted to office@arkategwood.com by 9am on Monday 10th March 2025

Interviews to be held week commencing 17th March 2025 (date TBC) at ARK at Egwood.

For an informal visit and or discussion about the role, contact CEO Nigel Bell as above.

Organisation: ARK at Egwood CIC

Job Title: Armed Forces Link Worker

Responsible to: ARK's Armed Forces Lead

Responsible for: Delivering high quality, effective and responsive support to members of the Armed Forces Community (AFC) in Bridgwater and surrounding areas as and when required

Salary: c. £27,000 p.a.

Hours: 37.5 hours per week

Location: Based in the Bridgwater area (locations TBC) with some requirements to work from ARK at Egwood, Egwood, Merriott, Somerset, TA16 5QN

Benefits: 25 days holiday entitlement in addition to public holidays.

ARK at Egwood CIC is a not-for-profit intergenerational land-based, therapeutic day provision based on the outskirts of Merriott in South Somerset. ARK provides a safe place for people of all ages and varying needs to improve their mental and physical health and wellbeing.

At ARK, our focus is on providing an environment that is inclusive and non-judgemental, where we support people to live their lives to their full potential and become active members of their community. ARK in partnership with the NHS Somerset Integrated Care Board are one of two Armed Forces Hubs in Somerset, established to improve and develop increased support and pathways to the Armed Forces Community in Somerset. This role, in partnership with Hinkley Point C and The Somerset Community Foundation, is to establish and expand on the Armed Forces support in Bridgwater and the surrounding area.

1. Job Purpose:

To provide effective and responsive support to members of the Armed Forces Community (AFC) (serving, ex-serving and families) and the wider ARK community, to enable everyone to successfully participate in their daily activities and improve their overall health and wellbeing. To be responsible to the ARK Armed Forces Lead

2. Key Tasks

1. Provide personalised support to the AFC, including individuals, their families and carers to take control of their health and wellbeing, live independently and improve their health & social outcomes.
2. Using information and feedback from the wider Armed Forces Community (AFC), in Somerset and beyond, contribute to developing a model of support/pathways for the AFC, that builds on what already exists from mainstream provision, but also from the vast array of military charities and support organisations already established.
3. Provide pathway options, and empower self-management to support people to have greater choice and control over their own health and care
4. Build relationships with staff in GP practices within the local PCN, with all local agencies and with the wider AFC providers. To attend relevant meetings, giving information and feedback on pathway, in order to encourage referrals.
5. Work in partnership with all local agencies to raise awareness of AFC support/pathways and how partnership working can reduce pressure on statutory services, improve health outcomes and enable a holistic approach to care.
6. Provide referral agencies with regular updates about AFC support/pathway, including access to training for their staff on the needs of the AFC.
7. Seek regular feedback about the quality of service and impact of AFC support/pathway on referral agencies.
8. Be proactive in encouraging self-referrals and connecting with the AFC, particularly those that statutory agencies may find hard to reach.
9. Meet people on a one-to-one basis, making home/external visits where appropriate within ARK's policies, procedures and guidelines. Give people time to tell their stories and focus on 'what matters to me'. Build trust with the person, providing non-judgmental, support, respecting diversity and lifestyle choices and demonstrating an understanding of what it is like to have served.
10. Understand and support the holistic needs of individuals and their families, including the impact for the wider family and friends' network.

11. Help people identify the wider issues that impact on their health and wellbeing, such as debt, poor housing, unemployment, substance misuse, gambling, past trauma, domestic abuse, loneliness and caring responsibilities and signpost to the relevant 'expert organisation' on these matters and where appropriate, physically introduce people to community groups, activities and statutory services, ensuring they are comfortable. Follow up to ensure they are happy, able to engage, included and receiving good support.
12. Forge strong links with Hinkley Point C, local organisations, community and neighbourhood level groups, including specific AFC organisations, utilising their networks and building on what's already available, to create a menu of community groups and assets.
13. Develop supportive relationships with local VCSE organisations, community groups and statutory services, to make timely, appropriate and supported referrals for the person being introduced.
14. Encourage people, their families and carers to provide feedback and to share their stories about the impact of AFC support/pathways on their lives.
15. Support referral agencies to provide appropriate information about the person they are referring. Provide appropriate feedback to referral agencies about the people they referred.
16. Look to scope out the number of veterans/military family members who work in GP practices with the potential to support expert liaison/community champions – this could also be linked to the promotion of the RCGP Veteran Friendly Accreditation scheme and encouraging veterans to register with their GP's as 'veterans'.
17. Supporting and leading attendees from the AFC and other ARK attendees to successfully and safely participate in the activities and tasks on site, according to their recognised needs and their personal goals.
18. Responsible (personally) in respect of all compliance dimensions of operational policies and procedures onsite (ACOP), including Health and Safety, First Aid, Risk assessment (including PUWER) & reporting of incidents & accidents.
19. Responsible to develop one's knowledge and practice continuously through participation in training and development activities.
20. To attend and represent ARK at key events ie Armed Forces Day, Remembrance etc.
21. To raise awareness and promote ARK's services to the AFC.
22. Organise and engage with practical onsite activities as directed by the Armed Forces Lead as required.
23. To work as an integral part of the ARK team, supporting and being supported by all other ARK employees and work on site at ARK as required.
24. There will be a requirement to work occasional evenings and weekends.

3. Person Specification:

Values:

- A commitment to and understanding of person-centred care.
- A respect for the potential of everyone to learn and grow.
- An appreciation on the impact of being outdoors on health and wellbeing.

- Able to get along with people from all backgrounds and communities, respecting lifestyles and diversity.
- Able to support people in a way that inspires trust and confidence
- Confidentiality and discretion

Qualifications/Training/Education:

Essential

- Good written and spoken English and good numeracy.
- Current driving licence and access to a car.
- Relevant experience in supporting people and in particular the Armed Forces Community.
- Experience of or a good understanding of Safeguarding.

Desirable

- Health and Safety training and/or awareness of.
- Experience of facilitating groups.
- Qualification in Management and or supervising people.
- Presentation skills.

Experience:

Essential

- Experience of supporting people with their mental health, either in a paid, unpaid or informal capacity.
- Experience of working with and supporting vulnerable people.
- Experience of working in a supportive environment to include supporting people of all ages and varying needs to improve their wellbeing.
- Good understanding and empathy for vulnerable people and their individual needs.
- Demonstrable experience in building working relationships with partner organisations, groups and individuals.
- Knowledge of and ability to work to policies and procedures, including confidentiality, safeguarding, lone working, information governance, and health and safety.
- Ability to organise, plan and prioritise on own initiative, including when under pressure and meeting deadlines.
- Ability to listen, empathise with people and provide person-centred support in a non-judgemental way.
- Commitment to reducing health inequalities and proactively working to reach people from all communities.
- Have a strong awareness and understanding of when it is appropriate or necessary to refer people back to other health professionals/agencies, when what the person needs is beyond the scope of the link worker role – e.g. when there is a mental health need requiring a qualified practitioner.
- An understanding or awareness of the Armed Forces Covenant.

Desirable

- Experience of working in, or extensive experience of working with the Armed Forces Community and an understanding of their unique challenges and an understanding of what it is like 'to have served'.
- Experience of working directly in a community development context, with AFC charities and support organisations etc (including unpaid work).
- An understanding or awareness of the NHS Healthcare for the Armed Forces Community Nine Commitments.
- Experience of Social Impact monitoring, recording and reporting.
- Experience of working in or with the Voluntary, Community and Social Enterprise sector.

Skills and Knowledge:

Essential

- Good communication skills, tactful but able to be a straight talker when necessary.
- Ability to build good working relationships with people based on respect and listening.
- Ability to communicate, collaborate, and negotiate with professional bodies and public services ie schools, local authority, NHS bodies, aswell as key personnel at HPC
- Able to lead a small group of people effectively.
- Team player but able to work alone.
- Ability to support people to participate in activities and learn new skills.
- Proficient IT skills in order to record achievements, update support plans and risk assessments and recording and reporting.
- Evidence of taking responsibility and delivering people centred outcomes.

Desirable

- Ability to support someone 1-1 including managing any behaviour that challenges.
- Social media skills.
- Good presentation skills and experience of devising and delivering training.