ARK at Egwood
Changing lives within our community

ARK at Egwood CIC
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Armed Forces Link Worker (Hospital Based) - Job Description

Application forms can also be requested via the ARK office and completed forms should be submitted to office@arkategwood.com by Thursday 10th December 2026 at 12pm.

Interviews to be held Thursday 17th December 2026 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 (Hospital Based)
Ref: AFC03/2026
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 Musgrove Park Hospital (Taunton).
Salary: Available at application stage and subject to experience and qualifications.
Term: Permanent (Subject to agreement, start from 4th January 2027).
Hours: 30 hours per week (FTE 37.5 hours)
Location: Based in Musgrove Park Hospital (Taunton) with some requirements to work from ARK at Egwood, Egwood, Merriott, Somerset, TA16 5QN
Benefits: 25 days holiday entitlement (Pro-rata) in addition to public holidays. Employee Assistance Programme, uniform, phone and travel expenses.

ARK at Egwood CIC (ARK) 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-judgmental, 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 (ICB), Hinkley Point C, through Somerset Community Foundation, and The Veterans Foundation, are an Armed Forces Hub for Somerset, established to improve and develop increased support and pathways to the Armed Forces Community in Somerset.

1. Job Purpose:

This role, in partnership with NHS Somerset ICB, is to establish and expand upon the Armed Forces support by recruiting two hospital based Armed Forces Link workers. The person recruited into the role will provide high-quality practical and emotional support to serving personnel, veterans, families and reservists while they are receiving care within NHS hospitals and as they transition back into the community. The role focuses on facilitating access to support services and helping individuals navigate complex health and social care pathways, helping them to overcome welfare challenges, access appropriate services and achieve better health and wellbeing outcomes. It is essential that both hospital and community-based Armed Forces Link Workers are working cohesively, as a whole team with shared values, goals and records.

2. Key Tasks

- Assessing the holistic welfare needs of the individual(s) when admitted to hospital. Understanding and supporting the holistic needs of individuals and their families, including the impact for the wider family and friends' network.
- 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 during hospital admission.
- Making informed referrals to specialist organisations and community services to create a tailored support network. Be proactive in encouraging self-referrals and connecting with the AFC, particularly those that statutory agencies may find hard to reach.
- Working closely with NHS staff, discharge teams, admission units and partner organisations to support admission avoidance, reduce delayed discharges and improve patient outcomes. Providing pathway options, and empower self-management to support people to have greater choice and control over their own health and care
- Work in partnership with the community–based Armed Forces Link Workers to provide cohesive, seamless transfer of support to ensure individuals receive timely and appropriate care when being discharged.
- Acting as an advocate and ambassador for ARK at Egwood, promoting services and supporting wider organisational objectives and raise awareness and promote ARK's services to the AFC.
- Identifying and responding appropriately to safeguarding concerns involving children and vulnerable adults.
- Maintaining accurate records, producing reports and demonstrating the impact and value of the service.
- Managing risk, maintaining professional boundaries and ensuring high standards of confidentiality and professionalism.
- Contributing to service development, innovation and knowledge sharing across teams. Providing referral agencies with regular updates about AFC support/pathway, including access to training for their staff on the needs of the AFC.
- Building strong relationships with healthcare professionals and external partners to increase awareness of the service and encourage referrals. Delivering presentations, networking effectively and engaging stakeholders to strengthen partnerships and service delivery.
- 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.

- Forge strong links with 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.
- Develop supportive relationships with local VCSE organisations, community groups and statutory services, to make timely, appropriate and supported referrals for the person being introduced.
- Encourage people, their families and carers to provide feedback and to share their stories about the impact of AFC support/pathways on their lives.
- Support referral agencies to provide appropriate information about the person they are referring. Provide appropriate feedback to referral agencies about the people they referred.
- Responsible to develop one's knowledge and practice continuously through participation in training and development activities.
- To attend and represent ARK at key events i.e. Armed Forces Day, Remembrance etc.
- There will be a requirement, with reasonable notice given, to work occasional evenings and weekends, receiving Time off in Lieu (TOIL) as remuneration.

Person Specification:

Values:

- A commitment to and understanding of person-centred care.
- A respect for the potential of everyone to learn and grow.
- Ability 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.
- Experience of or a good understanding of Safeguarding.
- IT Literate and good knowledge of using IT systmes and processes.

Desirable

- Experience of attending and leading meetings.
- Presentation skills.

Experience:

Essential:

- Experience of serving within one of the Armed Forces or experience of working with the Armed Forces Community.
- Experience of supporting people with their mental or physical health, either in a paid, unpaid or informal capacity in a hospital setting.
- Experience of working with and supporting vulnerable people.
- Good understanding and empathy for vulnerable people and their individual needs.
- 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. https://www.england.nhs.uk/publication/healthcare-for-the-armed-forces-community-a-forward-view/

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 hospital setting.
- An understanding or awareness of the NHS Healthcare for the Armed Forces Community Nine Commitments. https://www.england.nhs.uk/publication/healthcare-for-the-armed-forces-community-a-forward-view/
- 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 and NHS bodies.
- Able to lead a small group of people effectively.
- Team player but able to work alone.
- Proficient IT skills in order to record achievements, update support plans and risk assessments and recording and reporting.
- Evidence of taking responsibility for and delivering people centred outcomes.
- Desirable
- Ability to support someone 1-1 including managing any behaviour that challenges.
- Social media skills.