



Veteran Friendly Framework - Project Support Officer

Candidate information pack



Introduction

Thank you for your interest in this new role, which will support the pilot of the national Veteran Friendly Framework designed to support veterans and partners living in care homes across the country.

Of the 15,000 care homes in the country, fewer than 20 offer specific support to those who have served in the UK Armed Forces. Most veterans live in 'civilian' care homes, that may not fully appreciate the social, emotional, or physical needs of veterans and their partners.

We know that military service is a key element of a person's history; it shapes their views, affects their families, and particularly impacts on their physical and mental health. We estimate there are over 25,000 veterans living in residential social care. With the introduction in 2012 of The Armed Forces Covenant, now enshrined by law in the Armed Forces Bill, all NHS providers and local authorities must meet the requirements of this legislation. The Veteran Friendly Framework will strongly support care homes in doing this.

We are looking for an experienced Project Support Officer to support the roll out of this project, working with care providers and national associations, local government, and the NHS. You will be part of a dynamic team developing a sustainable national programme that will deliver for veterans and their partners over the long term.

If this is you, then I very much look forward to receiving your application.

Kathryn Glass

Veteran friendly Framework Programme Lead

The role at a glance

Title: **Veteran Friendly Framework
Project Support Officer**
1-year fixed term

Reports to: VFF Programme Lead

Salary: £28,000

Location: Hybrid remote
working/London Office

Contract: 1-year fixed term

Employer: Royal Star & Garter

More information:
vff@starandgarter.org

Job description

Royal Star & Garter (RSG), Royal British Legion (RBL) and the Veterans Covenant Healthcare Alliance (VCHA) are working in partnership to develop and now roll out a Veteran Friendly Framework (VFF) for residential care and nursing homes across England. With over 25,000 veterans and their partners living in care homes that do not have a military focus, there is huge potential to use the VFF to make a difference to their wellbeing, social connections, and quality of life.

You will support the development of the national programme, liaising closely with the programme partners when required.

You will support social care organisations and care home providers nationally in delivering best practice in support of veterans and their partners to ensure that those who have served in the Armed Forces, whether regular or reserve, and their partners, can access appropriate services.

1. Deliver on the VFF project plan and milestones, and report regularly against agreed performance indicators and targets; responsible for a high standard of work supporting the delivery of the programme on time, to appropriate quality standards, and in a cost-effective manner.
2. Identify and contact care homes and groups of care providers to engage with the VFF programme; maintain the programme's contact databases; and act as a contact point for enquiring and accredited organisations, providing guidance, support and training as required.
3. Identify best practice to be shared across the programme.
4. Coordinate the delivery of Armed Forces awareness across the social care sector including co-ordinating speakers, presentations etc. for events if required.
5. Work with stakeholders and build rapport with local/regional statutory services for the Armed Forces community.
6. Maintain partners' brand identities and ensure they are utilised effectively.
7. Support the Programme Lead on the overall delivery and evaluation of the programme, including attending meetings and taking minutes/notes as needed.
8. Any other reasonable management requests.

To apply

Send your CV and a covering statement of no more than two sides explaining your interest in the role and how you meet the person specification (next page) to: vff@starandgarter.org by Thursday 15 August at 12pm

Job description - continued

Key relationships

- VFF Project Lead
- Local authorities
- Care home staff/management teams
- Local/regional statutory services for the Armed Forces community Any other support services identified during the programme delivery
- Communication and Marketing team at Royal Star & Garter

Working pattern

- Full-time (35 hours per week). This role will require flexible working in terms of location and working pattern. Occasional evening and weekend work will be required.

Royal Star & Garter values

We are a values-based organisation and strive to demonstrate our values in all we do:

With love: We carry out our work with love, care and compassion

Living positively: We are optimistic in everything we do supporting veterans & their partners in leading happy and fulfilled lives

As a family: We work and live as one team, one family, one community

Standing in their shoes: We show admiration and respect for people and never forget what they have done

Care with courage: We are not afraid to do what is right and what is needed

To apply

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vff@starandgarter.org

by Thursday 15 August at 12pm

Person specification



Essential behaviours/characteristics

- Ability to use own initiative for the best outcomes for the delivery of the programme
- Ability to manage own workload effectively and efficiently within a busy working day.
- Excellent interpersonal and customer-facing skills.
- Excellent communication skills with all levels of a workforce.
- Flexible, able to work independently and a patient “can-do” approach.
- Able to self-motivate and motivate others to achieve VFF status.
- Ability to travel independently as a requirement of the national programme scope.
- Committed to our mission, values and to enabling outstanding care for veterans
- Excellent IT skills

Desirable skills

- Understanding of and/or connections to Armed Forces community.
- Understanding of charity sector.

Desirable experience

- Experiences of working in social care or healthcare
- Experience of working in a public facing role.



Conditions of employment



Any offer of employment made will be subject to the following conditions:

- Satisfactory references covering the last 5 years including one from your current or most recent employer
- A pre-employment medical screening
- Evidence that you have been vaccinated against Covid-19
- Enhanced DBS Disclosure
- Proof of the Right to Work in the UK

Offer



We offer a generous package

- Salary of £28,000 per annum.
- Full-time (35 hours per week). This role will require flexible working in terms of location and working pattern. Occasional evening and weekend work will be required.
- Equivalent of 25 days holiday per annum plus bank holidays (pro-rata for part-time and contract length)
- Employer Pension Contribution of 7.5% with matching Employee contribution of 5%
- Life insurance of 3 x salary (until age 70)
- 2 months full occupational sick pay, 1 month half pay before statutory sick pay