



Job title: Transition Support Guide North	Responsible to: Lorraine Parry, Transition Support Case Manager	Location: Office base in Helensburgh, Scotland with flexibility for some homeworking
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About the Royal Navy & Royal Marines Charity

The Royal Navy and Royal Marines Charity is the national charity of the Royal Navy. We recognise the demands placed on those who serve and their family members. It is the charity's belief that while one person joins, the whole family serves.

Through grant awards given to ships and units who are deployed, post-service transition and family support and care in old age, the RNRMC is helping to create a world in which the sacrifice that our serving men and women have made is recognised, no matter what. We provide a safety net for those who find themselves in immediate need; supporting counselling services, offering mental health provision and giving those who need it, the most basic of help, a roof over their heads and a hot meal.

We support all members of the Senior Service, all rates and ranks, full-time and reservist and their families from the day they join and for every day thereafter.

Role

In recognition of the contribution made by every individual that has stepped forward to serve their country in the Royal Navy and in line with the Royal Navy People Strategy, the RNRMC are committed to enabling Service leavers, veterans and their families to "Leave Well" and achieve the best possible outcomes in civilian life. We recognise that this journey may be more complex for some depending on the circumstances around their end of service. But we also believe that by empowering Service leavers, veterans and their family members with information and offering "Side by Side" support and mentoring, those who are vulnerable have a much greater chance of achieving a happy and fulfilling civilian life.

The RNRMC Transition Support project It aims to provide person centred, intensive support to Navy Service leavers and families who are most at risk of encountering challenges in their transition to civilian life, as well veterans reaching back for support. Working as part of the Transition Support Team, under the direction of the Transition Support Case Manager, the post holder will actively support Service leavers, veterans and families to navigate their way to services and support from military, statutory and voluntary sector agencies while connecting them with community services/projects locally. The continuous learning from the project will influence the direction of the Transition Support offer and the overall direction of the RNRMC into the future.

Key Responsibilities

The post holder is accountable to the Transition Support Case Manager. This is not a statement of all duties and responsibilities of this post. The post holder may be required to carry out other duties as directed.

Core accountabilities to Service leavers, veterans and their families. To provide emotional and practical support to vulnerable Service leavers, veterans and their families though targeted and occasionally longer-term support.

- To build meaningful, trusting relationships with vulnerable Service leavers, veterans and their families.
- To employ a “Side by Side” approach, promoting self-help, self-advocacy and empowerment, with the aim of reducing dependency on the military charity sector going forward.
- To manage a caseload of vulnerable Service leavers, veterans and their families across a specific locality as well as additional cases outside of that locality as required.
- To work collaboratively with partner organisations both in the military charity sector and beyond to prevent/resolve complex issues faced by Service leavers, veterans and their families.
- To raise awareness of support options available in the military, statutory and voluntary sector as well as membership organisations that operate to reduce isolation and loneliness in the veteran population.
- To support vulnerable Service leavers, veterans and their families to understand their rights, responsibilities and options and to signpost to appropriate advice and information services.
- To build and maintain relationships with key partners within the Royal Navy, MoD and partner organisations who will support the promotion of the Transition Support Service and the wider offer of the RNRMC to vulnerable Service leavers, veterans and their families.
- To participate in case reviews, case conferences and other meetings promoting positive, asset-based solutions and a person-centred approach.

Core accountabilities to the Transition Support Team.

- Accountable to the Transition Support Case Manager.
- To maintain secure, accurate and up to date records through the use of the Case Management Recording System.
- To provide data and feedback as required to monitor to success of the pilot project.
- To share learning and improve outcomes by participating fully reflective practice sessions and team meetings, demonstrating openness to developing new skills and knowledge and trying new ways of working.

Core accountabilities to the wider organisation.

- To create opportunities to work in partnership with vulnerable Service leavers, veterans and their families, listening to feedback and co-producing the developing Transition Support offer going forward.
- To facilitate effective involvement of Service leavers, veterans, and their families in contributing to the wider RNRMC direction and quality of support.
- To reflect on own practice, seek feedback on own performance and participate fully in One to One and Annual Reviews.

Person Specification

To apply for this post, you must be able to state on your application and demonstrate at interview how you meet the criteria outlined below. Please give examples in your covering letter where possible.

Skills and Experience

Qualifications

- A social care, counselling or similar qualification or willingness to work towards relevant qualifications. (Desirable)

Experience

- Experience of supporting people through significant life changes. (Essential)
- Experience of supporting people in stressful situations. (Essential)
- Personal experience of transition from Navy to civilian life, either as a serving person or a family member. (Highly Desirable)

Skills

- Articulate and persuasive, with excellent written communication skills. (Essential)
- Competent in the use of essential IT such as Microsoft Office 365 and Microsoft Teams. (Essential)
- Organised, with excellent attention to detail. (Essential)
- High level of time management; ability to work autonomously to multiple deadlines. (Essential)
- Excellent motivation and coaching skills. (Essential)
- Ability to support people to set clear, realistic and effective short-term and long-term goals. (Essential)

Attributes

- Passionate about supporting people to achieve the best quality of life following Royal Navy service. (Essential)
- A good understanding of person-centred practices with an ability to apply this in all aspects of their work. (Essential)
- Ability to think creatively to achieve positive outcomes despite multiple challenges. (Essential)

- Friendly open manner and the ability to communicate with a wide range of stakeholders with a commitment to diversity and equal opportunities. (Essential)
- Positive about reflecting on own performance and approach. (Essential)
- Self-aware and resilient. (Essential)
- Works effectively as part of a team and values the opinions of others. (Essential)

Knowledge

- Understanding of Trauma Informed Approaches. (Desirable)
- Knowledge of the social care and healthcare sectors. (Desirable)
- Knowledge of statutory and specialist support services available to Service leavers, veterans and their families. (Desirable)
- An understanding of the Royal Navy in particular the Naval Service Recovery Pathway and Defence Transition Process. (Highly Desirable)
- A good knowledge of the Naval and Armed Forces Charity sector. (Desirable)
- Awareness of requirements and legislation around the safeguarding of vulnerable children and adults. (Desirable)

Additional Essential Requirements

- Demonstrate empathy with the values of the RNRMC and must show potential and enthusiasm for increased responsibility as the charity grows.
- Full commitment to equal opportunities, diversity in the workplace and the values of the RNRMC
- The ability to work across a large geographical area with occasional travel to other parts of the UK and overnight stays. It is essential that the post holder holds a full UK driving licence.
- The ability to work outside of office hours and occasionally at weekends as required.