

Job Description

Title: Veteran Lead Adviser – Unpaid Carers Support
Project: *With Honour We Care*

Hours: 37.5 hours per week

Office Base: Hybrid – with travel across North Yorkshire
(office bases in Snainton & Northallerton)

Accountable to: Chief Executive Officer

Line Management: Service Development Manager

Contract: Fixed Term until September 2027

Job Summary:

With Honour We Care is a dedicated project supporting unpaid carers of serving personnel and veterans who are wounded, injured or sick. We recognise that many carers within military communities are hidden—often isolated, resilient, and reluctant to seek help. Our work is about meeting carers where they are, building trust, and providing the right support at the right time.

We take a whole-family approach, working alongside carers and their families to build resilience, emotional strength, and practical knowledge. Our goal is to empower carers with the confidence and skills to navigate daily challenges, access appropriate support, and reduce isolation through meaningful connection with others.

We are seeking a compassionate and motivated **Veteran Lead Adviser** to deliver personalised, high-quality support to unpaid carers and their families.

The postholder will provide **1-to-1 information, advice and guidance**, alongside emotional support, to carers most impacted by their caring responsibilities across our full geographical area (Scarborough, Whitby, Ryedale, Hambleton & Richmondshire).

As trusted relationships develop, the role will expand to supporting wider family needs and co-designing realistic, sustainable plans that create positive change.

This role is particularly suited to someone with **lived experience of the Armed Forces community**, ideally a veteran or someone with experience of caring within a military context.

Key Responsibilities:

- Provide tailored 1-to-1 support to unpaid carers of serving personnel and veterans who are wounded, injured or sick.
- Offer accurate information, advice and guidance, alongside emotional support.
- Build trusting relationships to identify immediate and longer-term needs.
- Work with carers and families to co-design practical support plans that promote resilience and independence.
- Take a whole-family approach, recognising the impact of caring on partners, children and wider family members.
- Encourage and support carers to access self-help and peer support options, including locality-based social groups.
- Facilitate or support group activities and learning opportunities to reduce isolation and build peer connections.
- Proactively reach out to hidden carers within military communities and help raise awareness of available support.
- Signpost and refer to other sources of help, information and advice, using local and national contacts.
- Provide a professional, independent low-level advocacy support.
- To support carers in looking after their own wellbeing eg: encouraging community and social engagement, offering confidential opportunities for them to talk, signposting/referring to relevant health providers, etc
- Assisting carers to prepare for/or access employment, or learning etc. Working closely with other project workers within CPY, who already do this.
- To support and empower carers to develop a strong “voice” which will influence decisions, policymaking and service-planning.
- To produce regular reports as required by funders on the progress of his/her work.

Specialist Skills Required for a With Honour We Care Worker

Given the significant physical and mental health impacts of caring within the Armed Forces community (RBL, 2014), and the increasing pressures reported by carers and their families, the role requires a blend of trauma-informed practice, whole-family working, and military cultural competence.

- Ability to recognise and respond appropriately to stress, anxiety, depression, burnout and carer fatigue.
- Understanding of secondary trauma, moral injury and stress often experienced by carers of wounded, injured or sick personnel.
- Understanding of the mental health impacts of **long-term caring roles** on adults, children and young people
- Understanding of how caring impacts: partners and spouses, children and young people and young adult carers (18–25) balancing education, work and caring
- Understanding of military culture, including pride, resilience, stoicism.
- Awareness of the transition challenges from service to civilian life
- Knowledge of common service-related injuries and illnesses and their family impact
- Sensitivity to rank, identity, loss of role and military values

- Ability to engage hidden carers who may not self-identify or ask for support.
- Encouraging carers to access self-help, peer support and community networks when ready.
- Avoiding dependency by supporting sustainable independence
- Strong knowledge of local and national support services, including: health and mental health services, education and young carer support, respite, wellbeing and family services and Armed Forces charities and statutory provision

General Duties:

This role requires an individual who is equally confident delivering frontline, relationship-based support and managing the administrative responsibilities essential to running a safe, accountable and effective project.

Approximately 50% of the role will involve “boots on the ground” work, including 1-to-1 support with carers and families, outreach within military communities, group activities and partnership working. The remaining 50% will focus on project administration, including accurate case recording, outcome monitoring, reporting, data collection, safeguarding documentation, referral tracking and funder requirements.

- To maintain strict confidentiality over personal information relating to individuals, being GDPR compliant
- To understand and comply with CPY Safeguarding Policies and Procedures and undertake training as required for your role.
- To maintain monitoring and recording systems, using Charitylog data base (training given)
- To support the work of individual CPY volunteers as required and requested.
- To comply with Carers Plus Yorkshire’s policies and procedures
- To prepare for, attend and contribute to regular one-to-one supervision sessions and team meetings.
- To represent Carers Plus Yorkshire at a local or regional level when required.
- Any other duties as required to support the organisational priorities and Business Plan, in agreement with the Service Development Manager and Head of Operations
- To be flexible with contracted hours as required by carers and Carers Plus Yorkshire and in agreement with Line Manager.

This job description may be reviewed in consultation with the postholder from time to time. A no smoking policy is in place. January 2026