

Veteran Lead Adviser Unpaid Carers Support

With Honour We Care Veterans Specialism



About You

You will bring empathy, professionalism and a strong commitment to supporting unpaid carers. You will understand the unique culture, challenges and strengths of military communities.

CRITERIA		Essential	Desirable
QUALIFICATION	Recognised qualifications in Health and Social Care, advice work or other relevant profession		✓
	Qualification in basic listening skills or similar		✓
EXPERIENCE	Experience working with individuals experiencing emotional distress, stress, or mental health pressures (non-clinical)	✓	
	Excellent communication and relationship-building skills	✓	
	Experience working independently and managing a mixed workload of frontline delivery and administration	✓	
	Experience of case management, including assessment, action planning and review		✓
	Experience of maintaining accurate, confidential records and completing monitoring, reporting or outcome paperwork		✓
	Experience of working in the community, e.g. making home visits and lone working		✓
	Experience in developing and supporting groups and helping to develop social activity groups	✓	
SKILLS AND KNOWLEDGE	Strong understanding of the challenges faced by unpaid carers	✓	
	Knowledge of issues affecting Veteran carers and families	✓	
	An understanding of Veterans support available within the community	✓	

	Understanding of whole-family approaches, including the impact of caring on partners, children and young people		✓
	Commitment to a strengths-based, person-centered approach		
	Knowledge of local services available to carers and their families	✓	
	Familiarity with safeguarding issues and policy in North Yorkshire		✓
	IT competent	✓	
PERSONAL ATTRIBUTES	Lived experience of military life, either as a veteran or family member	✓	
	Empathetic, compassionate and non-judgmental approach	✓	
	Resilient and emotionally aware, with the ability to manage challenging conversations	✓	
	Professional, reliable and able to maintain appropriate boundaries	✓	
	Ability to travel across the area independently by car (travel expenses will be paid) and confidence to work as a lone worker in a community setting	✓	
	Ability to work in a team and be flexible and adaptable to the need of the organisation and work requirements.	✓	
	Willingness to undertake any relevant training to enhance the role.	✓	
	A proactive approach and willingness to generate ideas, to develop the service to identify more carers in the community.	✓	
	Able to be flexible in working hours and days – occasional work over evenings and weekends required.	✓	

**** PLEASE NOTE**

You should complete your application form bearing in mind it will be scored against all the elements above.

If you are unable to directly meet any of the criteria, please explain more about any transferrable skills you have that you think would be suitable to this role. It is important to give us as much information as possible about your skill set.

Any or all of the elements could be discussed further at interview stage.