



## **Area Welfare and Wellbeing Officer (AAWO) Role Description**

<b>Volunteer role:</b>	Area Welfare & Wellbeing Officer (AWWO)
<b>Supported by:</b>	National Welfare & Wellbeing Support Team (NWWST)
<b>Safeguarding</b>	Level 2 or above
<b>DBS:</b>	Enhanced
<b>Training:</b>	Induction training and additional training provided as required
<b>Location:</b>	Home/In Area

### **ROLE PURPOSE**

The role of Area Welfare & Wellbeing Officer is to support Branch Welfare & Wellbeing Officers.

The needs of our members can vary, and with your specialist areas of expertise, you will be the first point of contact for Branch Welfare & Wellbeing Officers (BWWO) who have a complex case or query that you may be able to assist or advise on.

### **PERSONAL QUALITIES AND EXPERIENCE**

It would be preferred that a AWWO is someone who has previous experience in an RNA area or branch BWWO role, or someone who has gained experience within other agencies such as SSAFA, RBL etc. We will however fully support someone who is willing to undertake training in furtherance to their role and support to the BWWO's.

Area Welfare & Wellbeing Officers should be friendly and patient, with an understanding of the needs of both older veterans and their families, as well as current serving and transitioning personnel and their families.

You must be empathetic and demonstrate strong listening and communication skills. and an understanding of the Armed Forces would be preferred.

AWWO's must be willing to work within guidelines and have an understanding of Safeguarding and Data Protection to enable you to fulfil your role safely, effectively and most importantly, within the legal requirements and have an understanding of Diversity and Inclusion and be respectful of the diverse membership that the RNA has with which full training and support will be provided.

In undertaking the role of AWWO you understand that you are formally acting as a representative of the RNA and as such you understand the boundaries when communicating with members, their families, and members of the public and the implications that this may have



## **TASKS AND ACTIVITIES**

- Act as a first point of contact for BWWO's who may require advice and guidance.
- Your first point of contact will be the Central Office, Welfare/Wellbeing Support Coordinator.  
Attend Welfare & Wellbeing training and meetings requested to enable you to enhance your skills and support your Area and the RNA.
- Maintain regular contact with BWWO's preferably by telephone or face to face, to ensure their wellbeing and your approachability.
- Research and ensure all BWWO's receive any relevant paperwork, updates, and changes to legislation.
- Consult all BWWO's on any new requirements or directives that may affect them to get their opinions before new items are put into place.
- Hold regular training/information meetings with BWWO's This can be at e.g. Area meetings or using the virtual tools; Facebook, WhatsApp, TEAMS and Zoom etc.
- Keep up to date with policies and share best practice.
- Abide by the core values of the RNA.
- Complete the necessary record forms to log any support provided.
- Attend meetings at National (with other AWWO's) or CO level. Build professional relationships with all Wellbeing delivery teams and support the RNA in ensuring a first-class level of support is available to all our members.
- Act as personal WWO to any Riders Branch members residing in your area.

## **WHAT WE REQUEST FROM YOU:**

To ensure you get the most out of your volunteering role with us, we ask that you:

- Have access to or use of a computer, tablet, or laptop.
- Have an RNA AWWO Email address.
- Adhere to the policies, procedures, and guidelines of the organisation, including being proactive in your approach to health and safety.
- To conduct yourself in a way that does not put the reputation of the RNA into disrepute.
- To always maintain members confidentiality and treat our data, sensitive information, and internal communications in a confidential manner (unless in situations where you are presented with a safeguarding concern, at which point you must inform the member that you are raising a concern)
- You will need to have an understanding of Safeguarding and Data Protection to enable you to fulfil your role safely, effectively and most importantly, within the legal requirements and have an understanding of Diversity and Inclusion and be respectful of the diverse membership that the RNA has with which full training will be provided.
- Let us know promptly if you are concerned about anything or if something has gone wrong.



**IN RETURN, THE RNA WILL:**

Provide support in the following areas

- **Induction**  
All our Welfare & Wellbeing officers will have an induction and relevant training tailored to the role they are going to undertake for the RNA.
- **Training**  
We want to make sure you are able to conduct your Welfare & Wellbeing role safely, confidently and to the best of your abilities so we may occasionally ask you to complete some training.
- **Support**  
We will support you to conduct your role appropriately and effectively. This may be in person or on the phone, depending on your location and role. Please do feedback any problems, concerns or learning points in a timely manner so that any potential issues can be resolved, and you can remain positive and confident in your role.