



Branch Welfare and Wellbeing Officer (BWVO) Role Description

Volunteer role:	RNA Branch Welfare & Wellbeing Officer (BWVO)
Supported by:	AWWO and WWSC
Safeguarding:	Level 1
DBS:	Enhanced
Training:	Induction training and additional training provided as required
Location:	Home/In Branch

ROLE PURPOSE

The role of Branch Welfare/Wellbeing Officer is to support both full and associate RNA members, and their families who are experiencing difficulties. Where the Branch is a small Branch, it is recommended that the Branch Secretary coordinates any Welfare requests.

The needs of our members can vary, and you will need to act as an effective sign poster, helping our members to access the right support at the right time, for example financial support, bereavement, mental health, legal services, pensions, benefits etc.

PERSONAL QUALITIES AND EXPERIENCE

Branch 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. Some experience of welfare and wellbeing is preferred, and an understanding of the Armed Forces would be preferred.

Volunteers 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 BWVO 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

- Give a Welfare & Wellbeing summary at the monthly branch meeting.
- If any branch members are unusually missing, contact the member by telephone to see if they are ok or need assistance.
- If help is required, help branch members and their families to get the support they need, through proactively communicating support available to your branch members signposting, interacting, and building professional relationships with members.
- Complete the RNA reporting Form and log support provided.
- Attend the necessary Welfare & Wellbeing training and meetings requested to enable you to support your Branch members.
- Work with other branches/areas and the Wellbeing Delivery Teams to share good practice.
- Liaison with BSV's before they carry out any task.
- Your first point of contact is your AWWO.

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 Smartphone and a computer, tablet, or laptop.
- Have an RNA BWWO 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.
- Attend any training and support meetings designed to enhance your skills as BWWO.
- In undertaking the role of Welfare & Wellbeing Officer 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.
- 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 of 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.