

## VETERANS AND FAMILIES SERVICE - PRACTITIONER

TGP Cymru is one of the leading Wales based charities, which supports and represents vulnerable children, young people, and families through a range of projects, training and campaigning. TGP Cymru services are funded by multiple funders and deliver services pan-Wales.



**TGP Cymru Department:** Family Services

**Responsible to:** Veterans and Families Team Manager

**Location:** Homebased in line with our Working from Anywhere Framework

**Purpose of role:**

The Veterans and Families Service is the latest development in TGP Cymru's journey supporting Veterans and their families to help improve relationships, communication and family functioning.

The role of the Practitioner is to provide interventions for Veterans and their family members, within the scope of the service.

**Accountabilities / Responsibilities:**

- Assist the Team Manager with the development and delivery of a service that utilises Restorative Engagement to help Veterans, and their families improve relationships, communication and family functioning
- Take responsibility for elements delegated by Team Manager
- Accept referrals in line with agreed criteria
- Prepare / Encourage / Support / Enable Veterans, family members and professionals to engage and achieve their desired outcomes using a variety of methodologies including Restorative Approaches, Motivational Interviewing, Conflict Resolution and Family Group Meetings
- Raise awareness, understanding and enthusiasm for the Service's work, amongst relevant professionals
- Network appropriately with colleagues and the community, including developing awareness of TGP Cymru's services amongst relevant professionals
- Assist the Team Manager to assess the Service's outputs against the framework of agreed outcomes by the monitoring of activity and the collection of appropriate information including feedback from service users
- Assist the Team Manager to monitor the quality of service against agreed performance indicators and standards and take any necessary action where the performance is below agreed indicators and standards
- Comply with TGP Cymru's policies and procedures to include finance, reporting, data management and safeguarding
- Promote equal opportunities and anti-discriminatory practice through the work undertaken within post
- Undertake such other duties and responsibilities as may reasonably be required by the Organisation and which are consistent with grade

**Performance Indicators:**

- Responsible for the delivery of key performance indicators and standards of practice.
- Quality of service and compliance against statutory, regulatory, organisational and best practice standards and requirements.
- Achievement of service and individual objectives and targets.

**Line management responsibility (as of 30/09/2024):**

0

**Budget management responsibility (as of 30/09/2024):**

£0

**Grade:**

MS6

**Working conditions:**

Casual hours to be agreed according to the needs of the service.

Some work outside of office hours may be necessary requiring a flexible approach to the working week.

Occasional weekend work and occasional overnight stays to attend training / conferences /events or similar may be required.

The role is home based but may require occasional travel to various locations.

**Qualifications:**

- A professional qualification in social work, youth and community work or related discipline such as Health and Education (desirable)

**Skills and abilities / competencies:**

The post holder will be able to:

- Produce quality results in a service-orientated and timely manner and is committed to deliver agreed outcomes
- Work well with colleagues and partners and acknowledge the different ideas, perspectives and backgrounds of others
- Plan and organise work and manage time effectively
- Communicate effectively i.e. express information and ideas in a clear, concise and accurate manner; listens actively and ensures information is shared
- Be open to new approaches and ideas, respond positively to change and adapt quickly to new situations
- Seek opportunities for continuous learning and professional growth

**Knowledge and Experience:**

The postholder will be able to demonstrate a sound understanding and / or record of achievement in the following:

- Working with whole families including parents, young people and children experiencing complex situations
- Supporting Parents, young people and children within the community using a strength-based approach
- Working with Veterans (regular or reserve) and/or family members of personnel who have previously served or who are currently serving in the Armed Forces
- Issues affecting Veterans and their family members
- Safeguarding
- Multi-Agency engagement (including Health, Education and Social Services)
- Restorative Practice, Conflict Resolution, Trauma-Informed Practice, Family Group Meetings

**Other:**

- Display TGP Cymru values and behaviours at all times and actively promote them in others
- Commitment to equality and diversity
- Full driving licence and have access to transport (*In certain circumstances consideration may be given to applicants who as a consequence of a disability are unable to drive.*)
- Ability to speak Welsh (desirable)