



GWT (N) JOB DESCRIPTION

Job Title	Assistant Area Welfare Officer (AAWO)	Post Ser No:	
Grade/Entry Spine	EG7	Dept/Loc:	Key and Non-Key AWCs
<p>1. <u>Core Competencies:</u></p> <p><u>1.1: Trust:</u> <u>Integrity:</u> being honest and reliable, doing what is the right thing to do rather than what is easy; Showing up on time, completing tasks, recording and reporting information in an accurate and timely manner, keeping confidential data safe. <u>Achieving Good Outcomes (Knowledge, Skills and Performance):</u> Adding value to the organization and going the “extra mile”; sound knowledge within own professional field, following clinical and service guidelines, keeping clear records, excellent management and time keeping skills, being accessible to staff and pensioners <u>Delivering Value for Money:</u> delivering the best mix of quality and effectiveness for the least expenditure. <u>Safeguarding:</u> Protecting Children and vulnerable adults from all forms of abuse and neglect, harassment and discrimination. Protecting staff members and colleagues from bullying, harassment and discrimination; Understand and implement GWT’s Safeguarding policy, report any concerns immediately.</p> <p><u>1.2: Transparency:</u> <u>Making Effective Decisions:</u> Take immediate action to report incidents and to address safeguarding concerns; Actively contribute to decision making and being careful with confidential information. <u>Seeing the Big Picture:</u> understanding and knowledge of how your role fits in with and supports GWT(N)’s mission and objectives, focusing your contribution on the activities which will meet those objectives and deliver the greatest value. <u>Delivering at Pace:</u> Working to agreed objectives and activities and dealing with challenges in a responsive and constructive way.</p> <p><u>1.3: Teamwork:</u> <u>Communicating:</u> Communicating with clarity, transparency and enthusiasm. championing diversity and external experience, while supporting the principles of fairness and opportunity for all. <u>Collaborating:</u> Working collaboratively, sharing information appropriately and building supportive, caring and professional relationships with beneficiaries, colleagues and others, being an effective team player.</p> <p><u>1.4: Excellence:</u> <u>Organisational Development:</u> Learning from what has worked/not worked and be open to improvement, while working in “smarter” and more focused ways in pursuit of excellence. <u>Managing a Quality Service:</u> Plan, organize and manage your time and activities to deliver high-quality, safe, compassionate, reliable and efficient services. <u>Developing Individual and Team Capability:</u> Being open to learning, keeping up to date and improving your knowledge, without always relying on others to teach you.</p> <p><u>1.5: Compassion:</u> <u>Putting Beneficiaries First:</u> Ensuring our beneficiaries are in the centre of everything we do; Acting in the best interest of pensioners and beneficiaries, reporting any incidences where GWT policies do not work for beneficiaries. Considering and reporting any safeguarding concerns. <u>Looking out for each other:</u> Display caring and compassionate behaviours towards beneficiaries; consider your team members’ wellbeing, demonstrate a positive and helpful attitude, report any concerns about your own or your colleague’s wellbeing. <u>A Caring Attitude:</u> Demonstrate a caring attitude in interactions with all stakeholders; work with a smile, go out of your way to be friendly and caring to pensioners, always try to find a way to help even when it’s not immediately obvious.</p>			

2. Essential Qualifications, Skills and/or Experience:

- 2.1: Must be Ex BA/GCSPF and have attained the equivalent rank of Corporal (Ex BA) and Sergeant (Ex GCSPF).
- 2.2: Must have a good knowledge and understanding of ex-servicemen's culture, behaviour, values and standards, as well as of veteran communities, the serving Brigade and its history.
- 2.3: Proven leadership and management skills and experience in a small team environment, and with the personality and character to motivate others to do what is required of them and to set achievable but demanding targets.
- 2.4: Must be physically and mentally resilient and prepared to work under pressure for prolonged periods and to challenging deadlines in both office and austere field environments.
- 2.5: Must have a good knowledge and understanding of GWT's business and operating models.
- 2.6: Must have the skills and experience to operate and make decisions with the minimum of supervision.
- 2.7: Must have good interpersonal skills and be able to represent GWT (N) with local authorities at the District level and in the community environment.
- 2.8: Must have good IT (MS Office) skills and some experience in managing accounts.
- 2.9: Must have very good oral and written English ability to communicate effectively.
- 2.10: Must hold a valid driving licence (Category A and B) with off road motorbike experience, or be prepared to acquire this in the first 6 months of service in GWT(N).

3. Desirable Qualifications, Skills and/or Experience:

- 3.1: Experience working with staff from diverse backgrounds (gender, age group, different races, military, civilian, different professions etc).
- 3.2: Experience in security awareness, Health and Safety(H&S) and fire safety.
- 3.3: Experience in administration, operations and human resource management.
- 3.4: Proven skills in communication, negotiation and decision making.
- 3.5: Casualty Notification Officer (CNO) and Casualty visiting Officer (CVO) Course
- 3.6: Knowledge of safeguarding.
- 3.7. Accounting qualifications or skills.

4. Duties (Key Responsibilities): Reporting directly to the S/AWO, the AAWO has the following responsibilities.

4.1: The AAWO is responsible for supporting the Senior/Area Welfare Officer (S/AWO) and for delivering operational effects and welfare services in the AWC's AoR in accordance with GWT(N)'s mission, policies and procedures. The AAWO will support the S/AWO in every aspect of the AWC's operation to ensure that all pensioners in the AoR receives needs-based welfare and medical support. In non-key AWCs, the AAWO is the deputy to the AWO and will perform all AWO functions and duties in his absence.

4.2: The AAWO will plan and lead Pensioner Support Team (PST) deployments to deliver welfare support as required, and to conduct field investigations including the conduct of Pensioner Risk Assessments (PRAs). These deployments will integrate medical staff whenever required to ensure the efficient and cost-effective delivery of integrated welfare and medical services. The AAWO will update the Pensioner Care Plan (PCP), recommend follow-up action and implement actions as directed by the S/AWO.

4.3: Acting on behalf of the AWO, the AAWO in non-Key AWCs is responsible for the day-to-day maintenance and accuracy of AWC accounts, funds and payments as per GWT(N) financial and accounting regulations.

4.4: Assist S/AWO in the payment of quarterly pensions at AWCs (and any Patrol Bases), in coordination with Cluster Support Team (CST) as applicable.

4.5: As directed by the S/AWO, the AAWO will be involved in and responsible for the investigation, recommendation, application and implementation processes associated with the provision of:

- Individual Aid (Welfare Pension, Hardship grants (HSG), Disability Support Grants (DSG) and Home Care Allowance (HCA), Funeral Grants).
- Community Aid (Schools, Medical Camps, RWSP and KAAA projects)
- Other requests from BGN (eg Bunker Trust and Comd's Discretionary Fund)

<p>4.6: The AAWO will maintain up-to-date records and contact details of all pensioners in the AWC AoR.</p> <p>4.7: The AAWO will assist S/AWO in the security and maintenance of the AWC estate and in the supervision, management and well-being of AWC staff. The AAWO will also be responsible for maintaining up to date records of AWC's assets and equipment husbandry.</p> <p>4.8: In case of any natural disaster, the AAWO will support the S/AWO in the activation of the GWT(N) Disaster Resilience Plan, and will contribute to the development and maintenance of the AWC's Disaster Resilience, Health and Safety (H&S) and Fire safety plans, and all associated staff training. The AAWO will be prepared to lead the deployment of a Pensioner Support Team (PST) either in the AWC AoR, or to support other AWCs when tasked and as operationally required. The AAWO will be involved in integrating and briefing other CSTs/PSTs if they deploy into the AWC's AoR.</p> <p>4.9: Assist S/AWO to brief and host VIPs, high ranking officials/officers and senior visitors from UK, Nepal and Singapore, as well as in the planning and delivery of visit programmes for: MoD Directed Duty Trekkers (DDT) and Standard Nepali Language Profile (SNLP) students and other visitors as required.</p> <p>4.10: Assist S/AWO as an instructor and coordinator to ensure all mandatory Individual Continuation Training (ICT), Special to Role (STR) and Collective training are planned and attended by all AWC staff as per GWT(N) Training Policy.</p> <p>4.11: If nominated as a Secondary Medical Claim Point of Contact, process Secondary Medical Claims and payments, and assist and advice pensioners as necessary and required.</p> <p>4.12: Assist as required in the support to Brigade of Gurkhas/Ministry of Defence (MoD) on matters relating to; recruiting activities, serving soldiers' compassionate cases' field investigations and sending reports, various issues relating to records office, PPO matters (Service Pension Payment and Life Certificate renewal etc.), Casualty Notification Officer (CNO) and Casualty Visiting Officer (CVO) as well as liaison with BGN, GWAC UK and GCSPF representatives where necessary.</p> <p>4.13: Represent the S/AWO as required at meetings with local Government and community officials.</p> <p>4.14: Any other duties as assigned by S/AWO or GWT(N) Management.</p>			
<p>5. <u>Pre-Appointment Training/Briefing:</u></p> <p>5.1: Two weeks HO/TO.</p> <p>5.2: As per GWT(N) training policy.</p>			
<p>6. <u>Post-Appointment Training:</u></p> <p>6.1: AAWO's Refresher Training.</p> <p>6.2: Individual and collective training as per GWT(N) training policy.</p> <p>6.3: Vehicle/Motorbike Licence (if required) and Motorbike off-road training</p>			
<p>7. <u>Reporting Chain:</u></p> <p>7.1: 1st Appraiser:</p> <p>7.2: 2nd Appraiser:</p>		<p>AWO/CST Manager</p> <p>SAWO</p>	
<p>8. <u>Remuneration:</u> The position falls in EG7 of GWT(N) pay structure and will receive a monthly basic salary of NPR. 214,702. All other benefits and facilities will be as per GWT(N) Standing Instructions.</p>			
<p>.....</p> <p>Post Holder's Signature</p>	<p>.....</p> <p>Date</p>	<p>.....</p> <p>Fd Dir's Signature</p>	<p>...01 July 2024...</p> <p>Date</p>
<p>Version 2.0 as at (date)</p>	<p>01 July 2024</p>		