



## GWT (N) JOB DESCRIPTION

Job Title	Area Welfare Officer (AWO)	Post Ser No:	
Grade/Entry Spine	EG8	Dept/Loc:	AWCs
<p>1. <b>Core Competencies:</b></p> <p><b>1.1: Trust:</b></p> <p><b>Integrity:</b> 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.</p> <p><b>Achieving Good Outcomes (Knowledge, Skills and Performance):</b> 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</p> <p><b>Delivering Value for Money:</b> delivering the best mix of quality and effectiveness for the least expenditure.</p> <p><b>Safeguarding:</b> 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><b>1.2: Transparency:</b></p> <p><b>Making Effective Decisions:</b> Take immediate action to report incidents and to address safeguarding concerns; Actively contribute to decision making and being careful with confidential information.</p> <p><b>Seeing the Big Picture:</b> 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.</p> <p><b>Delivering at Pace:</b> Working to agreed objectives and activities and dealing with challenges in a responsive and constructive way.</p> <p><b>1.3: Teamwork:</b></p> <p><b>Communicating:</b> Communicating with clarity, transparency and enthusiasm. championing diversity and external experience, while supporting the principles of fairness and opportunity for all.</p> <p><b>Collaborating:</b> Working collaboratively, sharing information appropriately and building supportive, caring and professional relationships with beneficiaries, colleagues and others, being an effective team player.</p> <p><b>1.4: Excellence:</b></p> <p><b>Organisational Development:</b> Learning from what has worked/not worked and be open to improvement, while working in “smarter” and more focused ways in pursuit of excellence.</p> <p><b>Managing a Quality Service:</b> Plan, organize and manage your time and activities to deliver high-quality, safe, compassionate, reliable and efficient services.</p> <p><b>Developing Individual and Team Capability:</b> Being open to learning, keeping up to date and improving your knowledge, without always relying on others to teach you.</p> <p><b>1.5: Compassion:</b></p> <p><b>Putting Beneficiaries First:</b> 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.</p> <p><b>Looking out for each other:</b> 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.</p> <p><b>A Caring Attitude:</b> 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 SNCO/WO or Commissioned rank.
- 2.2 Must have in-depth 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 Proven experience of resource, logistic and financial management, and the ability to operate cost-effectively within resource constraints.
- 2.5: 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.
- 2.6: Must have thorough knowledge and understanding of GWT's business and operating models.
- 2.7: Must be able to plan, coordinate and operate independently.
- 2.8: Must have good interpersonal skills and be able to represent GWT (N) with local authorities at Provincial and District levels on complex and sensitive issues.
- 2.9: Must have good IT (MS Office) skills and financial accounting experience.
- 2.10: Must have excellent oral and written English ability to communicate effectively.
- 2.12: 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: Have experience on managing staff with diverse backgrounds (gender, age group, different races, military, civilian, different profession etc).
- 3.2: Accounting qualifications
- 3.3: Experience preparing written analyses and papers
- 3.4: Casualty Notification Officer (CNO) and Casualty visiting Officer (CVO) Course
- 3.5: Health and Safety(H&S) and/or Fire Safety qualifications or experience.
- 3.6: Good knowledge on safeguarding.
- 3.7: Any experience in the charity or development sectors
- 3.8: Any welfare or social work experience

4. **Key Responsibilities:** Reporting through the SAWO the AWO has the following responsibilities.

- 4.1: Acting as an Area Operations Manager, the Area Welfare Officer (AWO) is responsible for delivering operational effects and services within the AWC's designated Area of Responsibility (AoR) in accordance with GWT(N)'s mission, policies and procedures. The AWO will maintain regular contact with pensioners/warises within the AWC AoR and ensure that all pensioners within the AWC AoR receive needs-based welfare and medical support. The AWO will coordinate with SAWO/CST Mgr for any Cluster assets or support required to achieve this objective.
- 4.2: The AWO is responsible for directing and managing the AWC's operation. Although not responsible for medical operations *per se*, the AWO has the coordinating authority and responsibility to ensure the effective coordination and delivery of integrated welfare and medical services within the AWC AoR, working with the CST Mgr and AWC/Cluster medical staff.
- 4.3: As the AWC Site Manager, be responsible for all non-medical administration, including the provision and financing of: infrastructure, a safe operating environment, equipment capabilities and husbandry, logistics and maintenance. The AWO will be responsible for the appearance, reputation and upkeep of the AWC.
- 4.4: Responsible for budget planning, management and disbursement of GWT(N) funds for: Welfare Pensions, Hardship Grants, DSG, HCA, Community Aid projects, Medical claims and AWC's administration costs. Ensure financial accountability, management controls, transparency and integrity in accordance with GWT(N) financial and accounting regulations.

4.5: Payment of quarterly pension at the AWC, any Patrol bases, and by home delivery if appropriate, but actively strive to get pensioners Bank Paid wherever possible. Assist Head of Individual Aid (Hd IA) and CST Mgr in the forecast of pension payment planning for the Cluster.

4.6: Ensure that all WPs and DSGs are visited at their home at least once a year or in accordance with the frequency dictated by the risk category as a result of the Pensioner's Risk Assessment (PRA), which is to be completed at the pensioners' home at least annually. Maintain the Pensioner Care Plan (PCP) based on the results from PRAs and in coordination with CST Mgr and Medical Staff, direct AWC Pensioner Support Team (PST) field deployments and integrate the deployment of Cluster Support Teams (CSTs) and the provision of Doctor Clinics in the AWC AoR.

4.7: Investigate and make recommendations for new Welfare Pensioners (WPs), Major Hardship Grants (HSG), Disability Support Grant (DSG), Home Carer Allowance (HCA) and Funeral Grants. Implement these once approved. Provide completion reports for each HSG provided. Report ceased WPs immediately and ensure the appropriate cessation of pensions and allowances.

4.8: Investigate and allocate minor Hardship Grants within the level of AWOs' delegation. Provide completion reports for each HSG provided.

4.9: Act as Line Manager and write Appraisal Reports for staff under command. Set individual objectives for these staff at the beginning of the reporting year and conduct mid-year appraisals. Provide administrative input to the appraisal reports of AWC medical staff and any attached PSs.

4.10: Ensure that all staff attend/complete mandatory Individual Continuation Training (ICT), Special to Role (STR) and Collective training as per GWT(N) training policy. Analyse individual and collective strengths and weaknesses within the AWC and forecast/organise training/support to individual and teams as necessary, requesting external assistance if required.

4.11: On receipt of Community Aid project applications, visit potential project sites, carry out investigation, make recommendations, oversee projects and ensure that projects are completed on time and to quality expected.

4.12: Assist KAAA with various Community Aid projects (water, suspension bridge, micro-hydro, solar light etc) applications, field investigations and recommendations. Support to KAAA on vocational training applications and recommendations.

4.13: Liaison with BGN representative for grants from the Bunker Trust for handicapped children of ex-servicemen, and for Comd BGN's Discretionary fund if needed.

4.14: In case of any natural disaster, be prepared to activate the GWT(N) Disaster Resilience Plan. Ensure that the AWC has effective Disaster Resilience, Health and Safety (H&S) and Fire safety plans and that staff are trained to deal with any eventualities. Be prepared to provide Pensioner Support Team (PST) to assist other AWCs as operationally required, and to be reinforced by other CSTs/PSTs if necessary.

4.15: As GWT(N)'s representative, foster good relations with the District Authorities within the Key AWC AoR. Organise public relations events and briefings to the local dignitaries and Govt officials on the work that GWT(N)/AWC is doing in their area.

4.16: Brief and host VIPs, high ranking officials/officers and senior visitors from UK, Nepal and Singapore. Plan and deliver visit programmes for: MoD Directed Duty Trekkers (DDT) and Standard Nepali Language Profile (SNLP) students and other visitors as required.

4.17: Ensure that all AWCs in the Cluster have proper safeguarding procedures and comply with GWT(N) Safeguarding Policy to protect staff and pensioners alike.

<p>4.18: Process bills for Secondary Medical Claim (SMC) to MCC Cell and make cash payments of SMC as required.</p> <p>4.19: Assist Ministry of Defence (MoD) UK, BGN and Brigade of Gurkhas on matters relating to recruiting activities, serving soldiers' field investigations, dealing with compassionate cases, supporting the Dangerously ill Forwarding of Relatives (DILFOR) scheme, acting as Casualty Notification Officer (CNO) and Casualty Visiting Officer (CVO), and helping to fill life certificate renewal when necessary.</p> <p>4.20: Assist pensioner/family and Record Office British Gurkhas Nepal (BGN) for processing of pensioners' death report, Ordinary Family Pension (OFF) process, Kindred Roll (KR) amendment as well as field investigation where necessary for record update to ex British Army/Gurkha Contingent Singapore Police Force.</p> <p>4.21: Provide advice, guidance and suggestion to pensioners on UK Settlement process, Records, Pensions, welfare and medical related queries. Work closely with Pension Payment office (PPO), Brigade Unit Welfare Office (BUWO) Gurkha Settlement Office (GSO) Gurkha Welfare Advice Centre (GWAC) UK and facilitate individual's request.</p> <p>4.22: Foster good relationship with Regimental Association Nepal (RAN) in the area and brief them timely on GWT(N) matters.</p> <p>4.23: Responsible for Information Management (IM) at AWC as the Information Support Manager (ISM).</p> <p>4.24: Any other duties as assigned by SAWO or GWT(N) Management.</p>			
<p>5.     <b><u>Pre-Appointment Training/Briefing:</u></b></p> <p>5.1: Two weeks long handover and takeover.</p> <p>5.2: As per GWT(N) training policy.</p> <p>5.3: Briefing from the FD.</p>			
<p>6.     <b><u>Post-Appointment Training:</u></b></p> <p>6.1: As per GWT(N) training policy.</p> <p>6.2: Management and Leadership, if required.</p> <p>6.3: Contingency and Cluster training.</p> <p>6.4: GWT(N) Annual Conference.</p>			
<p>7.     <b><u>Reporting Chain:</u></b></p> <p>7.1: 1<sup>st</sup> Appraiser:</p> <p>7.2: 2<sup>nd</sup> Appraiser:</p> <p>7.3: 3<sup>rd</sup> Appraiser:</p>		<p>Senior Area Welfare Officer</p> <p>Dep Field Director</p> <p>Field Director</p>	
<p>8.     <b><u>Remuneration:</u></b> The position falls in EG8 of GWT(N) pay structure and will receive a monthly basic salary of NPR. 287,456. 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>	