



Job Title	Regional Veterans' Outreach Officer (Northwest)	Job Description Date	31 Mar 26
Department/Team	Veterans Outreach	Reports to	Head of CPVO

Context

Founded in 1682, the Royal Hospital Chelsea is a retirement community for around 300 army veterans, known as the Chelsea Pensioners, drawn from every corner of the United Kingdom. Based in the heart of London, it is a special place defined by community and service.

We are looking for people who enjoy working with others and take pride in making a positive difference. You will lead by example and help create a welcoming, inclusive environment for everyone who lives and works here. Our values guide everything we do:

- **Nurture Belonging** – bringing people together through comradeship
- **Respect Individuals** – listening carefully and responding with care
- **Encourage Pride** – doing things well and to a high standard
- **Enjoy Life** – sharing warmth, positivity, and the occasional smile

As a charity that relies on the generosity of others to support those who live here, every role at the Royal Hospital Chelsea matters. Whatever your position, you will help deliver our vision and contribute to a place people are proud to be part of.

Role Purpose:

The RHC has been running the Chelsea Pensioners Veterans' Outreach (CPVO) programme for over three years in London aimed at extending an offer to older service veterans inviting them to engage with our In Pensioners and enjoy the sense of community and comradeship that is at the heart of the Chelsea Pensioner community as well as take part in some of the activities that benefits and contributes to the wellbeing of those veterans who are residents in the RHC. We are now at an exciting expansion phase of the programme looking to replicate the outreach services in the regions and on-line.

The post holder will be responsible for supporting the Head of Veterans' Outreach in developing and managing a CPVO programme for the Northwest of England.

The role involves promoting the programme using existing veterans' networks, establishing our own network and seeking innovative ways to connect with the wider veteran community, primarily those above pensionable age. Establishing effective partnerships with a wide range of organisations and groups will be an essential part of the role as will be the day-to-day management of any volunteers supporting outreach in the region. There is a significant data collection and management element including the registration process, evaluation of events and analysis of data to help develop the regional outreach model and evaluate operational delivery as well as inform fundraising opportunities and objectives. The role is part-time, 20 hours per week and applicants will need a driving licence and their own transport to travel extensively throughout the Northwest Region. MMA will be admissible for work related travel. While the role is based in the Northwest there will be occasional requirements to travel to the RHC for events and meetings.

The post will be responsible for supporting the delivery of the following principal outcomes of the CPVO programme in the Northwest of England:



- Combatting social isolation and loneliness amongst older veterans through the positive effects of comradeship with each other and with Chelsea Pensioners.
- Improved social networks for older veterans in the region, especially the Old Comrades online community.
- Collaboration with partners to develop and evolve effective, sustainable older veteran support programmes.
- The development of models for effective local peer support.
- Implement CPVO systems for monitoring and validation systems for the service and through evaluation help inform the impact of activities and events.
- As a Regional Moderator of the Old Comrades App promote the app within the veteran community and support the Digital Outreach Community Manager by providing a regional perspective.

Principal Accountabilities: 8-10 outcomes

- Contribute to the development and execution of the regional CPVO programme, as directed by the Head of Veterans' Outreach.
- Support the development of a range of activities to help deliver fellowship opportunities, leveraging existing provision for elderly people in the region. This will include establishing and maintaining strong relationships with delivery partners, volunteers, pro-bono expertise and assistance from internal and external agencies.
- Actively find and befriend hard to access older veterans tapping into the volunteer and partner network in the region. Encourage them to join the Old Comrades digital community and participate with in-person events and activities using your initiative and partner network to overcome access barriers.
- Establish connections with carers of veterans, veterans who are carers themselves, together with agencies who support carers to co-produce a programme of support, social activity and learning that will improve delivery of care, help individuals to overcome challenges and continue their own personal development. Be prepared to assist with the planning, implementation and promotion of programmes for carers alongside partners.
- Closely monitor the performance of the programme, ensuring adherence to the established social isolation and loneliness evaluation process and quality of support provision by delivery partners and RHC CPVO events and activities and volunteers whom you will line manage.
- On a day-to-day basis will report to the Head of Veterans Outreach.

Leadership expectations

- Assist in making the RHC outreach programme sustainable by developing safe, effective, and affordable ways for it to be delivered within the Northwest region, respecting the capacity of the Chelsea Pensioners, volunteers, and partner agencies.
- Manage the CPVO service in the Northwest region according to the allocated budget.
- Report performance to the Head of Outreach against agreed Key Performance Indicators.
- Work with the Communications Team in disseminating publicity and promotion of the Veterans Outreach service and RHC externally.
- Identify and recruit suitable regional volunteers, provide line management and monitor their development, ensuring the Royal Hospital Chelsea values are maintained.



Skills Knowledge and Experience

Essential Skills

- Ability to communicate effectively and with empathy towards older veterans, carers and other stakeholders who support the service.
- An ability to plan and well-developed project management skills.
- Awareness, understanding and respect for the rights and wishes of CPVO beneficiaries.
- Data collection, collation, analysis, monitoring and reporting skills in evaluating services and service outcomes.
- Apply functional policy and procedure, especially in respect of safeguarding and data protection.
- Both self-motivated and a team player, willing to work out of hours when needed.
- Highly organized and able to use own initiative to work effectively.
- Excellent people skills and the ability to forge strong working relationships, including delivery partners from other agencies and charities.

Desirable Skills

- Budget management.
- Understanding of the hopes, fears, expectations, needs and dynamics that drive older people's issues.

Knowledge and Experience

- A working knowledge of the military charity sector.
- Line management experience, especially volunteers.
- Experience of developing, delivering and evaluating therapeutic projects or programmes with veteran, older living or underserved communities to promote health and wellbeing is an advantage.

Competences

- Sector awareness – abreast of sector trends and the work of comparator organisations.
- Responsibility – comfortable understanding organizational objectives and leadership direction and then working independently.
- Teamwork – works well in a team and contributes effectively towards common goals.
- Communication – conveys information in a confident, professional way that is easy for others to understand.
- Results orientated – achieve goals and see projects through to completion.
- Problem solving – calm under pressure and able to identify the most relevant solution.
- Relationship management –ability to foster successful professional relationships with external organisations, partners and colleagues.
- Understanding of policy and legislation, including Safeguarding and GDPR.

Qualifications:

- Minimum Eng Lang and Maths O Level (Grade C or above) / GCSE (Grade 4 or above).
- Relevant Degree: A degree in social work, community development, health and social care, or a related field (desirable).
- Diploma or Certification in community work or outreach, particularly those focused on older adults (desirable).
- The post holder will be required to undergo a Disclosure Barring Service (DBS) check as they will be required to ensure the safety of vulnerable adults.
- Full, clean UK Driving Licence.



Note: All RHC employees are expected to be flexible in undertaking the duties and responsibilities for their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility.