LOTHIANS VETERANS CENTRE

Job Title: **Veterans and Families Case Worker, including Female Veterans' Peer Support**

Salary: **£26,000 - £28,500 pro rata (depending on experience)**

Hours: **27.5 hours per week Monday – Friday with occasional weekend and evening work**

Main workplace: **Lothians Veterans Centre, 11 Eskdaill Court, Dalkeith, EH22 1AG**

Are you a woman who served in the UK Armed Forces who is passionate about helping veterans and families overcome challenges and achieve positive outcomes? Are you an all-rounder with the compassion, resilience, and professional skills needed to support veterans when they need it most?

Organisation Background:

Lothians Veterans Centre (LVC) is a drop-in centre that provides holistic, person-centred advice and support to armed forces veterans and families throughout the Lothians and beyond through our drop-in centre, varied external events and activities and by collaboration with statutory bodies and third sector organisations. We have existed as a charity since 2009, and we are the only centre of its kind in the Lothians. Our support covers a wide range of issues, including challenges associated with service and transition into civilian life particularly amongst those who have suffered and/or been disadvantaged as a result of service.

We provide a safe, welcoming, inclusive space in our drop-in centre Monday-Friday 10am-4pm offering free Wi-Fi, TV, digital access, drinks and healthy food every day. We also provide free emergency food and toiletries and other support to help with the cost-of-living crisis. We offer a broad range of advice and support to veterans and families at point of need for issues such as mental and physical health and wellbeing; social isolation; housing; homelessness; employment; education; training; the justice system; addictions; volunteering; pensions; benefits; and finances. We also facilitate surgeries and drop-ins in LVC where statutory bodies and third sector organisations provide expert advice and support to veterans and families in the familiar surroundings of LVC.

We deliver a diverse range of free social and sporting activities, events and trips including a weekly Bacon Roll Morning and Senior Socials, a weekly social event for older veterans and families. We organise events and activities specifically designed to encourage underrepresented, harder to reach groups in the veterans' community engage such as our female veterans' monthly drop-ins. We also organise fundraising events.

Role Description:

As part of a small team, the post holder will provide day to day advice and support on a wide range of issues that affect veterans and their families and oversee, and support volunteers as required. The post holder is responsible to the CEO and subject to a Protection of Vulnerable Groups (PVG) check by Disclosure Scotland. The post is mainly based in our drop-in centre in Dalkeith, but also in other locations as specific events and activities require. Due to the nature of this role, which includes specifically supporting female veterans, we are seeking a female case worker.

Main Duties and Responsibilities:

- Act as a case worker for female veterans and organise and attend female-specific events and activities.
- Organise, coordinate and deliver person-centred, holistic support and advice to veterans and families that can help during a crisis or prevent one.
- Organise and manage surgery appointments and drop-ins at LVC by other organisations.
- Organise and attend events and activities in support of social inclusion and health and wellbeing for veterans and families.
- Promote support for veterans and families and events and activities on social media platforms.
- Establish and build professional relationships with veterans and families and be a trusted source of information and support.
- Prepare and serve healthy food every day.
- Work closely with colleagues and volunteers to ensure a coordinated approach and effective service is provided for veterans and families.
- Build networks with statutory bodies, third sector and other organisations and collaborate with them regularly in support of veterans and families.
- Maintain accurate records and statistical data in compliance with client confidentiality and data protection legislation.
- Regularly collate feedback for reporting purposes and provide statistical information and reports to the CEO as required.
- Undertake specialist training as required.
- Properly maintain professional boundaries with service users and raise concerns appropriately to the CEO.
- Recognise safeguarding issues quickly and immediately report any concerns to the CEO.
- Represent LVC at events and activities as required.

Holidays:

35 days pro rata (including some public holidays).

Pension:

Auto enrolment in workplace pension scheme – employer contribution 3%.

About You:

You are a woman with lived experience of serving in the UK Armed Forces who is reliable, patient and highly motivated to support veterans at all stages in their lives. You will ideally have experience of working with veterans and their immediate families or supporting people with complex and overlapping needs and priorities.

You are confident working in the community, can use your initiative, and are experienced dealing with competing demands. You are comfortable supporting individuals both in small groups and on a one-to-one basis. You understand that every person is different and are committed to delivering support that is person-centred, respectful and compassionate.

Essential:

- Knowledge of the armed forces and veterans' community and an awareness of issues faced by service leavers, veterans and their families.
- A current Driving License and access to a vehicle.
- Ability to respect and adhere to LVC's dignity and respect, confidentiality, equality and diversity and safeguarding policies and procedures.
- Ability to use own initiative and demonstrate a 'can do' positive attitude.
- Ability to work flexibly and respond positively and creatively to challenges and change.
- Ability to always remain impartial and treat everyone with respect.
- Willingness to learn new skills and take direction.
- Demonstrate honesty and integrity at all times and show compassion and empathy.
- Good judgement and problem-solving skills.
- Excellent networking skills.
- Ability to manage challenging behaviours and situations.
- Conducting and reviewing basic risk assessments.
- Working with people face to face in a support role.
- Working as part of a team and autonomously.
- Excellent levels of literacy and numeracy.
- Excellent interpersonal, communication, IT and telephony skills.
- Display a professional, empathic, calm and engaging manner.
- Ability to keep accurate electronic records and a good understanding of the importance of data.
- Ability to assist in the organisation of events and activities.
- Experience of working in a case worker/support/welfare role with vulnerable individuals.

Desirable:

- English and Maths qualifications.
- Third sector experience.
- Experience of volunteer supervision.
- Experience in preparing and serving food, with a Level 2 Food Hygiene Safety for Catering certificate or equivalent or be willing to undergo appropriate training.

Applications: Please submit your CV together with a covering letter to admin@lvc.scot

Closing date for applications: Midday Friday 20th November 2026