

## **Post Profile: Part-Time Support Officer / Peer Mentor**

**Project:** Royal Navy & Royal Marines Working Age Veterans Support Pathway

**Organisation:** Woody's Lodge

**Location:** North Wales (including rural outreach)

**Contract:** Fixed term – 12 months

**Hours:** Part time 18 hours over 3 days.

**Pay:** £12.71 per hour

**Reports to:** Senior Support Officer/Operations Manager

## **Purpose of the Role**

The Support Officer / Peer Mentor will deliver a structured, peer-led support pathway for working-age Royal Navy and Royal Marines veterans living in Wales, with a particular focus on North Wales and rural communities.

While the primary aim of the role is to support the Royal Navy and Royal Marines community, the post holder will also offer appropriate support, signposting and engagement to members of the wider veteran's community who access Woody's Lodge, ensuring an inclusive, community focused approach aligned with the organisation's values.

Drawing on lived experience, the post holder will act as a trusted, accessible point of contact for veterans navigating the transition from military to civilian life. The role will provide tailored one-to-one mentoring, proactive outreach and peer-led group activity that strengthens wellbeing, reduces isolation and improves confidence in accessing civilian systems.

## **Key Responsibilities**

### **Veteran Support and Mentoring**

- Provide one-to-one peer mentoring and practical support to Royal Navy and Royal Marines veterans of working age.
- Where appropriate, offer supportive engagement, mentoring and signposting to veterans from other Services accessing Woody's Lodge.
- Support veterans to navigate civilian systems, including employment, training, housing, health services, benefits and community provision.
- Build trusted relationships that encourage engagement, particularly with veterans who may be isolated, disengaged or reluctant to access traditional services.
- Provide early, preventative support during key transition points to reduce the risk of crisis.

### **Outreach and Engagement**

- Undertake proactive outreach to identify and engage RN and RM veterans across North Wales, including rural and hard-to-reach communities.

- Maintain regular contact with veterans to sustain engagement and provide continuity of support.
- Promote Woody's Lodge services and activities to RN and RM veterans, while adopting a welcoming approach to the wider veteran's community and partner organisations.

### **Peer-Led Group Activity and Wellbeing Support**

- Plan and deliver peer-led group activities in informal and greenspace settings that promote wellbeing, confidence and connection.
- Encourage inclusive activity that supports both Naval veterans and the wider veteran's community, while retaining a strong RN and RM identity within the project.
- Support the development of strong peer networks and mutual support among veterans.
- Encourage participation in Woody's Lodge activities and wider community opportunities.

### **Pathway Development and Sustainability**

- Contribute to the development and delivery of a clear, coherent RN and RM support pathway within Woody's Lodge.
- Ensure the pathway complements and integrates with existing provision for the wider veteran's community.
- Support the recruitment, development and encouragement of volunteer peer mentors from the veteran community.
- Record engagement, outcomes and feedback to support monitoring, evaluation and future funding.

### **Partnership Working**

- Develop effective working relationships with local services, employment support, housing providers, health services and veteran organisations.
- Work collaboratively with organisations supporting the wider Armed Forces community.
- Signpost and refer veterans appropriately while maintaining a peer-led, nonclinical and veteran-centered approach.

## **Person Specification**

### **Essential**

- Lived experience in the veteran community.
- Strong understanding of Naval culture and the challenges of transition to civilian life.
- Experience of supporting others in mentoring, peer support or support worker roles (paid or voluntary).
- Excellent interpersonal skills, with the ability to build trust and rapport with veterans from different backgrounds and Services.
- Confident working independently and managing a varied caseload.
- Willingness and ability to travel across North Wales, including rural areas.

## **Desirable**

- Experience delivering group activities or peer-led wellbeing sessions.
- Knowledge of civilian systems including employment, benefits, housing or health services.
- Experience of working within the voluntary, community or veteran support sector.
- Experience supporting people at risk of isolation or disengagement.

## **Values and Approach**

- Strong commitment to peer-led, strengths-based support.
- Respectful, inclusive and nonjudgemental approach to both Naval veterans and the wider veteran's community.
- Understanding that many veterans do not require clinical intervention but benefit from practical, culturally informed support.
- Commitment to inclusion, confidentiality and safeguarding.

## **What This Role Will Achieve**

The Support Officer / Peer Mentor will play a central role in:

- Improving wellbeing, confidence and resilience among workingage Royal Navy and Royal Marines veterans.
- Providing appropriate support and connection for members of the wider veteran's community accessing Woody's Lodge.
- Reducing social isolation through strengthened peer connection and community engagement.
- Increasing veterans' ability to navigate civilian systems.
- Providing earlier, preventative support during transition.
- Building a sustainable, peer-led RN and RM support pathway that sits within an inclusive veteran's support offer.