

# Volunteer Role: Specialist Welfare Services Manager

---

## Job Profile

The Specialist Welfare Services Manager plays a vital role in designing and implementing targeted welfare interventions for members of the Nigerian Armed Forces community. This includes veterans, serving personnel, and their families. The role involves developing responsive programmes around critical issues such as homelessness prevention, employment transition, and mental health. The postholder will also manage partnerships with external agencies, oversee grant-funded service delivery, and ensure robust evaluation of programme impact.

## Key Accountabilities / Responsibilities

- Design and deliver targeted support services aligned with identified needs (e.g., housing, employment, mental health).
- Build and maintain strong partnerships with specialist providers, community-based organisations, and funders.
- Lead the operational management of grant-funded service initiatives.
- Evaluate programme impact, collect beneficiary feedback, and develop recommendations for ongoing service development.
- Collaborate with State Coordinators and national teams to ensure holistic, integrated beneficiary support.

## Competencies Required for the Role

### Essential:

- Strong understanding of welfare and support needs affecting military communities.
- Excellent stakeholder and partnership management skills.
- High levels of empathy, cultural sensitivity, and professionalism.
- Strong communication and interpersonal skills.
- Ability to manage projects and report against outcomes and KPIs.

### Desirable:

- Experience of trauma-informed care or veteran-specific support.
- Fundraising or donor reporting exposure.

- Experience developing safeguarding and referral protocols.

## **Qualifications, Knowledge, Skills and Experience**

### **Essential:**

- Degree or professional certification in Social Work, Psychology, Public Health, Community Development, or a related discipline.
- Minimum 3 years' experience in programme design and delivery, ideally within welfare, health or charitable sectors.
- Knowledge of local and national support frameworks for vulnerable groups.
- Strong data reporting and impact evaluation skills.

### **Desirable:**

- Experience working with military/veteran populations.
- Familiarity with Nigerian charity sector and grant management processes.
- Project management qualifications (e.g., PRINCE2, PMP) or equivalent experience.

## **Benefits of Volunteering for this Role**

- Opportunity to make meaningful impact in the lives of Nigerian Armed Forces members and their families.
- Develop leadership and project management experience in a national charity.
- Work collaboratively with professionals and volunteers from diverse backgrounds.
- Gain experience in strategic partnership building and service design.
- Be part of a compassionate, committed and mission-driven team.

To apply, please send your CV and cover letter to: [enquiry.heroeshelp@gmail.com](mailto:enquiry.heroeshelp@gmail.com)

Subject: Specialist Welfare Services Manager – Volunteer Application