



JOB DESCRIPTION: BLESMA OUTREACH OFFICER (LONDON AND KENT)

Blesma – The Limbless Veterans is the national charity and membership association for limbless serving and ex-service men and women and their dependants.

We help all wounded Servicemen and women who have lost limbs, the use of limbs or eyes, to rebuild their lives by providing well-being support and rehabilitation activities.

Blesma campaigns for our veteran’s rights and looks after individuals and their families by offering a comprehensive welfare system and financial assistance programme. Rehabilitation, support, counselling and care are the four principle foundations of our organisation. Together, we can help our men, women and their families face the challenges ahead with renewed confidence and self-belief.

The **Blesma Outreach Officer (London and Kent)** is a pivotal role within Blesma, supporting the local Blesma Support Officer in providing a lifeline to Members by delivering effective wellbeing support to help reduce the negative impacts of disability and to assist the Members in leading independent and fulfilling lives. The role will also involve representing Blesma and enhancing the charity’s profile within in the local community.

Current holder	New position
Main purpose	To support Blesma Members in the designated area by providing an outreach service, working in conjunction with Blesma Support Officer (London and Kent).
Location	Home based in Area (post codes BR, CR, CT, DA, E (London), EC (London), EN, HA, IG, KT, ME, N (London), NW (London), RM, SE, SM, SS, SW (London), TN, TW, UB, W (London), WC (London) and WD)
Responsible to	Blesma Support Officer (London and Kent)
Resourced by	National Outreach Coordinator
Salary and Benefits	£25,000

Blesma offers a contributory pension scheme – employer’s contribution of 5% and a suggested employee’s contribution of 5% and a Death in Service insurance benefit equal to one times annual salary.

Contract	Fixed Term Contract (2 years).
Holidays	25 days per annum, plus statutory holidays.
Equal Opportunities	Blesma is an equal opportunities employer and commitment to this is expected.

Full details of Conditions of Employment are set out in Blesma’s Employment Contract, the main features of which are standard for all staff.

We seek to attract and employ the best people from the widest talent pool, as well as those who reflect the diverse nature of our society. Blesma encourages a culture where people can be themselves and be valued for their strengths. With an increasingly agile workforce, we are open to flexible working arrangements where appropriate.

JOB SUMMARY

Primary Purpose

To support Blesma Members in the designated Area of responsibility by providing an outreach service, working in conjunction with Blesma Support Officer (London and Kent) and to represent Blesma within the local community.

Main Duties

- Support Members to reduce their isolation and loneliness by connecting them to each other and to the Association by organising and attending local fellowship events for Members and their families, encouraging engagement with community groups and providing access to technology and training to utilise social media and the internet.
- Carry out befriending visits to Members in their homes, when in hospital and in residential care, flagging Member issues to BSO (London and Kent) as appropriate.
- Support BSO (London and Kent) in delivering practical and emotional support to those who care for Members.
- Promote the Blesma 'offer' to potential Members through local engagement and use of networks.
- Reinforce links with the non-Armed Forces population, building on existing networks and establishing new partnerships, developing further Member support networks both formal and informal.
- Represent Blesma at events, enhancing the community profile and supporting fundraising activities.
- Identify, recruit and induct volunteer support within the Area.
- Work with the National Outreach Coordinator to ensure that events and activities are resourced appropriately.

This job description covers the main tasks expected to be involved in undertaking the job and the main characteristics of the qualities required of the jobholder. It is not meant to be all embracing and other tasks may be assigned to the jobholder as necessary and/or operational needs dictate.

Work Context

Home based in area of responsibility with a requirement to visit Members throughout the area, to travel to meetings and events to represent Blesma, with regular UK travel and occasional overnight stays. The role requires the incumbent to have use of a vehicle and Blesma will pay 'duty' mileage at HMRC rates. With a preparedness to work out of office hours, there will be times when there may be the need to work outside of the standard working week.

Person Specification – Blesma The Limbless Veterans

	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> • Demonstrable knowledge of the needs of Blesma Members of all ages • Demonstrable knowledge of the services provided by statutory and voluntary health and social care providers • Demonstrable knowledge of recruiting and managing volunteers • An understanding of the relationship between stakeholders supporting Blesma Members 	<ul style="list-style-type: none"> • A good understanding of the challenges facing amputees and those who have lost the use of limbs in achieving and maintaining independence • Demonstrable knowledge of the Defence Recovery Capability and NHS provision for veterans in general
Skills	<ul style="list-style-type: none"> • High level of written and verbal communication skills • Excellent organisational, time management and problem solving skills • Ability to work under pressure and to deadlines • Excellent interpersonal skills and the ability to build positive relationships at all levels • Ability to represent Blesma • Ability to effectively manage resources • A confident presentational and public speaking style • Computer literate including MS Word, Outlook, Excel and Database systems • Competent in the use of social networking communication tools 	
Qualifications	<ul style="list-style-type: none"> • Educated to at least GCSE level • UK Driving Licence 	<ul style="list-style-type: none"> • Graduate • Recognised welfare qualification
Experience	<ul style="list-style-type: none"> • Delivering support to Wounded Injured and Sick (WIS) Military Personnel and their families • Organising events 	
Personal qualities	<ul style="list-style-type: none"> • Engaging and proactive • Confident and friendly • Approachable • Compassionate • Calm under pressure • Analytical decision maker • Tactful and diplomatic • Flexible • Organised • Decisive • Discreet • Emotional Intelligence 	