



THE ROYAL BRITISH LEGION

JOB DESCRIPTION

Job Title: Regional Outreach Officer, South East Midlands

This job requires a DBS check at enhanced level.

Reporting to: Regional Lead Outreach, Midlands

Role Purpose: To support vulnerable clients and their families, who are dealing with multiple complex needs, to find practical and sustainable ways to make positive changes achieve their potential and lead fulfilling lives.

Key Responsibilities:

1. Deliver on-going personalised support for clients with complex needs who have been referred both internally and externally.
2. Carry out a personalised initial assessment of the clients needs. Agree with the client and other relevant agencies a support plan ensuring SMART goals are in place.
3. Refer clients to other organisations as and when appropriate.
4. Develop and provide follow up support to clients that include an assessment of on-going support needs and draw up an individual support plan agreed with the client.
5. Advocate for clients as appropriate when they experience difficulties with other service providers.
6. Identify and support clients to access specialist services available in the region such as recovery services, mental health support and appropriate housing options.
7. Take referrals from and provide support to cases presented by the MoD Personnel Recovery Units and Personnel Recovery and Assessment Centres
8. Identify and liaise with all organisations and agencies that support this client group, ensuring that they are aware of the assistance available by the Legion and how to make referrals.
9. Contribute, with the support of the Regional Lead, to local joint needs assessments and strategic planning for veterans and their families in the local area. Attend and participate in case meetings as needed.
10. Record information on clients in accordance with Legion policies and procedures.
11. Review your case load regularly with the Regional Lead - Outreach.

12. Stay up-to-date with policy and legislative changes in social welfare/housing and best practice relating to supporting the client group
13. Take responsibility for keeping your professional practice in date and keeping up to date with Legion policies and procedures.
14. Any other duties as are within the scope, spirit and purpose of the job, the title of the post and its grading as requested by the line manager or Head of Department/ Divisions.
15. This role will involve regular travel with a requirement to work outside office hours as necessary.

This job description reflects the current scope of duties and responsibilities of the role. The post holder may be asked, and is expected, to undertake any other duties commensurate to the grade of the post. As duties and responsibilities change and develop, this job description will be reviewed and may be subject to amendment.

GENERAL

- To work in accordance with The Royal British Legion's shared values of **Service; Collaboration; Passion; Excellence; Valuing our people** which underpins the fundamental beliefs and qualities of who we are and what we do.
- To implement the Equal Opportunities Policy into your daily activities.
- To be responsible for your own health and safety and that of your colleagues, in accordance with the Health & Safety at Work Act (1974) and relevant EC Directives, including reporting any health and safety hazard immediately you become aware of it.
- To work in accordance with the General Data Protection Regulations and Data Protection Act 2018; to ensure the correct reporting of data breaches, any changes to the processing of personal data which require a Privacy Impact Assessment and any requests under the Individual Rights provisions are reported to the Legion Data Protection Officer..
- It is clear that due to the nature of the role, the post holder will have access to material which is confidential. It is a condition of their contract of employment that they ensure that no confidential material is leaked from the department to unauthorised members of staff.
- Royal British Legion is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity. Any hire is to work in accordance with the Equality Act (2010).

PERSON SPECIFICATION

QUALIFICATIONS		
Good standard of general education to GCSE level or equivalent	E	Application/Certificates
A relevant qualification in the Health and Social Care field	D	Application/Certificates
Full Clean Valid Driving Licence and use of own car.	E	Application/Licence
EXPERIENCE		
Proven experience of working with complex needs in the homeless sector (within a hostel or undertaking outreach in the community) and/ or the criminal justice system	E	Application/Interview
Knowledge of relevant homeless legislation	E	Application/Interview
Knowledge of the UK benefits system and statutory support	E	Application/Interview
Knowledge of mental health and substance abuse issues in regard to accessing services for clients	E	Application/Interview
Experience of working in cross agency projects	E	Application/Interview
Knowledge of the Armed Forces community	D	Application/Interview
Experience of charity work	D	Application/Interview

SHARED VALUES AND BEHAVIOURS		
<p>Service</p> <p>We support and serve. We are compassionate. We provide great customer care to all the people who come into contact with us. We are accountable and act with integrity.</p> <p>Collaboration</p> <p>We value working together and with partners to achieve shared goals. Through strong communication and support, we build trust with each other and treat everyone with respect and honesty.</p> <p>Passion</p> <p>We are passionate about our role and contribution. With a positive outlook we are resilient and committed to our work.</p>		<p>Interview</p> <p>Interview</p> <p>Interview</p>

<p>Excellence</p> <p>We strive to be the best we can. We are effective and efficient. We are bold. We are open to new ideas and approaches, challenge each constructively and are willing to learn.</p> <p>Valuing our People</p> <p>We support, encourage and provide opportunities for all our people – ensuring we recognise and value everyone’s contribution.</p>		<p>Interview</p> <p>Interview</p>
<p>SKILLS & ATTRIBUTES</p>		
<p>Planning and Organisational skills – use initiative to manage and prioritise demanding workload</p>	<p>E</p>	<p>Interview</p>
<p>Good IT skills including Microsoft Office and databases</p>	<p>E</p>	<p>Application/Interview</p>
<p>Ability to develop and maintain effective working relations with volunteers, other ex-Service and charitable organisations and government agencies</p>	<p>E</p>	<p>Interview</p>
<p>Strong analytical ability, able to interpret complex legislation</p>	<p>E</p>	<p>Interview/Assessment</p>
<p>Strong team player able to work effectively with diverse client groups</p>	<p>E</p>	<p>Interview</p>
<p>Empathy with mission, objectives and values of TRBL</p>	<p>E</p>	<p>Interview</p>