



## **JOB DESCRIPTION: BLESMA SUPPORT OFFICER (LONDON & SOUTH EAST)**

**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 Support Officer (London & South East)** is a pivotal role within Blesma, 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.

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| Current holder      | Leaving post February 2021  |
| Main purpose        | To provide wellbeing support to Blesma Members in the designated Area through a welfare visiting service  |
| 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      | Director Independence and Wellbeing   |
| Line Manager to     | Outreach Officer (London & South East)  |
| Salary and Benefits | £41,718 and car.  |

Blesma offers a contributory pension scheme – employer's contribution of 5% and you are encouraged to also pay 5% of your salary, and a Death in Service insurance benefit equal to one and a half times annual salary.

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| Contract            | Permanent.  |
| 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.

## **Main accountabilities of the post**

### **Primary Purpose**

To support Blesma Members in the designated Area of responsibility by 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 the local community.

### **Main Duties**

- Assist Members to obtain all the assistance to which they may be entitled from statutory sources, such as Benefits and Allowances from the DWP and Veterans UK and care services from the NHS and Local Authorities.
- Support and advocate for members throughout the DWP and Veterans UK appeal/tribunal process.
- Promote the mobility and independence of Members through the provision of disability and mobility aids either through statutory sources or from Blesma or other charitable sources.
- Support Members in their dealings with the NHS Limb Service with a view to ensuring they receive a satisfactory and appropriate level of support.
- Refer Members to other specialist charities and organisations when appropriate.
- Assist Members in financial distress and whose need is not provided for by the State by considering grants from Blesma or other charitable sources and making the appropriate recommendations.
- Deliver practical and emotional support to those who care for Members.
- Line Manager to the Outreach Officer (London & South East) who supports Blesma activity in their Area.
- Represent Blesma at events, enhancing the community profile and supporting fundraising activities.
- Represent Blesma on regional committees and working groups as required.

This Job Description is a guide to the work the job holder is required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of the Contract of Employment.

### **Work context**

Home based within area of responsibility with a requirement to visit Members throughout the area and to attend meetings at Blesma Chelmsford and at other locations. BSOs spend a considerable amount of time 'on the road' and there will be occasional overnight stays away from home. Consequently, there will be times when there may be the need to work outside of

a standard working week. BSOs also deliver and collect mobility aids to/from Members and Widows.

### Person Specification – Blesma The Limbless Veterans

|                       | <b>Essential</b>  | <b>Desirable</b>  |
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| <b>Knowledge</b>      | <ul style="list-style-type: none"> <li>• Demonstrable knowledge of the needs of Blesma Members of all ages</li> <li>• Demonstrable knowledge of State Benefits and Allowances (DWP and Veterans UK)</li> <li>• Demonstrable knowledge of the services provided by statutory and voluntary health and social care providers</li> <li>• An understanding of the relationship between stakeholders supporting Blesma Members</li> </ul>  | <ul style="list-style-type: none"> <li>• A good understanding of the challenges facing amputees and those who have lost the use of limbs in achieving and maintaining independence</li> <li>• Demonstrable knowledge of prosthetic provision within the NHS</li> <li>• Demonstrable knowledge of the Defence Recovery Capability and Blesma's role within it</li> <li>• Knowledge of the Royal Hospital Chelsea and RBLI Village</li> <li>• Understanding the purpose OF the Armed Forces Covenant</li> </ul> |
| <b>Skills</b>         | <ul style="list-style-type: none"> <li>• High level of written and verbal communication skills</li> <li>• Excellent organisational, time management and problem-solving skills</li> <li>• Ability to work under pressure and to deadlines</li> <li>• Excellent interpersonal skills and the ability to build positive relationships at all levels</li> <li>• Ability to represent Blesma and advocate on behalf of our Members</li> <li>• Ability to effectively manage resources</li> <li>• A confident presentational and public speaking style</li> <li>• Computer literate including MS Word, Outlook, Excel and Database systems</li> <li>• Competent in the use of social networking communication tools</li> </ul> |   |
| <b>Qualifications</b> | <ul style="list-style-type: none"> <li>• Educated to at least GCSE level with a demonstrable commitment to personal and professional development</li> <li>• UK Driving Licence</li> </ul>   | <ul style="list-style-type: none"> <li>• Graduate</li> <li>• Recognised welfare qualification</li> </ul>  |
| <b>Experience</b>     | <ul style="list-style-type: none"> <li>• Delivering support to WIS Military Personnel and their families</li> </ul>   | <ul style="list-style-type: none"> <li>• Working knowledge of the wider charity sector</li> </ul>   |

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| <b>Personal qualities</b> | <ul style="list-style-type: none"><li>• Engaging and proactive</li><li>• Empathetic</li><li>• Confident and friendly</li><li>• Approachable</li><li>• Compassionate</li><li>• Calm under pressure</li><li>• Analytical decision maker</li><li>• Tactful and diplomatic</li><li>• Flexible</li><li>• Organised</li><li>• Decisive</li><li>• Discreet</li><li>• Emotional Intelligence</li></ul> |  |
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