

**JOB DESCRIPTION: HEAD OF WELFARE SUPPORT**

**Blesma – The Limbless Veterans** is the national charity and membership Association for limbless serving and ex-service men and women and their dependants. Blesma helps serving and ex-service wounded servicemen and women who have lost limbs, the use of limbs or eyes, to rebuild their lives by providing rehabilitation activities and welfare support.

Blesma campaigns for our veteran’s rights and looks after individuals and their families by offering a comprehensive life long welfare support. 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 **Head of Welfare Support** is a pivotal role within Blesma, providing professional safeguarding oversight for the Assocation, acting as the Deputy Director of Independence and Wellbeing and line management of the Head Office team in order to deliver timely, effective and efficient welfare support, financial assistance and outreach programmes to assist Members in leading full and rewarding lives.

**Job title: Head of Welfare Support**.

**Salary:** £48,000

**Benefits:** 5% employer contribution pension, death in service insurance equivalent to 1.5 times annual salary

**Contract:** Full time, permanent

**Hours:** 35 per week

**Location:** 115 New London Road, Chelmsford, Essex, CM2 0QT

**Responsible to:** Director of Independence and Wellbeing

**Responsible for:** Acting as the Designated Safeguarding Lead (DSL), act as the Deputy DIW in his absence, line management responsibility for, Benefits Adviser (full time), Grants and Outreach Activities Executive (full time), Membership Branch and Volunteers and Executive (full time) and the Grants Administrator (part time), managerial oversight of support to Blesma volunteers, Branch and outreach activities.

**Main purpose:**

Act as Blesma’s Designated Safeguarding Lead thereby ensuring the charity fulfils it’s legal and statutory safeguarding responsibilities and meets its’ obligations as specified by the Charity Commission. Act as the Deputy for the Director of Independence and Wellbing in delivering Blesma’s welfare service, financial assistance to members and outreach activities programmes. Line Management of the head office team, including oversight of support to Blesma volunteers, branch network and outreach activites programme.

 **Specific areas of operational responsibility**

**This will include:**

* Deputy to the DIW.
* Designated Safeguard Lead and operational responsibility for Member safeguarding.
* Keeping up to date with relevant regulatory and best practice frameworks governing the delivery of safeguarding that best protects Blesma’s members, staff and those who support the Association.
* Horizon scanning to mitigate potential safeguarding risks.
* Assist the DIW in maintaining an awareness of health and wellbeing sector trends, practices, emerging strategies and priorities.
* Assist the DIW in ensuring that the welfare service and financial and outreach programmes are compliant with relevant legislation, regulation and guidance.
* Support the DIW and BSOs in fostering a culture of excellence in Member care.
* Assist the DIW in identifying opportunities to broaden and improve support to Blesma Members.
* Assist the DIW in setting the long-term and annual objectives for the welfare and outreach functions along with the associated resource investment required.
* Assist the DIW in translating strategic intent into workable operational plans.
* Assist the DIW in managing the roll-out of the annual operational plan for each functional area.
* Ensuring that all activity is accompanied by a robust business case, that risk is mitigated and that contingency measures are in place.
* Representing Blesma to a variety of external audiences and as an ambassador for the charity.
* Ensuring compliance with the systems and processes necessary to record decisions, actions taken and accountabilities and ensuring that data is stored in compliance with data protection duties.
* Assist the DIW in reporting to the Board of Trustees detail relating to safeguarding and associated risks.

**General areas of responsibility**

**Safeguarding**

* Advise the CE and DIW on all matters relating to safeguarding in doing so, ensuring the Charity is meeting its legal and statutory requirements.
* Drafting and maintaining relevant and appropriate safeguarding policies and procedures. Taking part in strategy discussions and inter-agency meetings and/or to support other staff in doing so, contribute to any decision making on behalf of Blesma.
* Assist the DIW in running the Blemsa safeguarding committee and for ensuring all actions are followed up and appropriately recorded.
* Maintain and update the safeguarding risk register.
* Provide routine or ad hoc safeguarding reports as appropriate for the DIW, CE or Board of Trustees.
* Assist in the drafting of the annual safeguarding report for the Board of Trustees.
* Ensure staff are aware of and adhere to the charity’s safeguarding policies and procedures and that training is relevant and up to date.
* Supporting staff with all safeguarding matters, ensuring correct processes and procedures are observed and that recording is completed in line with organisational policies.
* Supporting staff who make referrals to statutory bodies. Referring to the Local Authority Designated Officer (LADO) or Local Authority Vulnerable Adult team as appropriate. Making referrals to the police where a crime may have been committed.
* Making referrals to the Disclosure and Barring Service where a member of staff is dismissed or resigns in circumstances where there has been actual harm, or risk of harm, to a child, young person or adult at risk.
* Developing and maintaining relationships with other agencies such as Safeguarding Partnerships and attending appropriate meetings.
* Assist the DIW to ensure safeguarding training for all Blesma staff, volunteers and those supporting the Association is appropriately provided and that skills and competencies remain current.

**Financial management**

* Assisting in development of the annual operational budget for the Independence and Wellbeing Branch.
* Assisting in the individual regional allocation of budget for Outreach Activities.
* Assist in monitoring expenditure for the outreach activities area and reporting against projections highlighting variance on a monhtly and annual basis.
* Contributing to the development of the Annual Report and Accounts.

**People management**

* Providing leadership, guidance and support to direct reports within Head Office.
* Setting individual work objectives and programme aligned to operational delivery for each functional area.
* Performance management of direct reports and conducting regular appraisal and management supervision interviews.
* Putting in place individual development plans.

**Team-working**

* Act as the the Deputy DIW as required.
* Fostering an open, inclusive culture within Blesma where all voices are heard and staff, Members and outside agencies are treated with respect.
* Championing the professional integrity of Blesma and modelling the charity’s values and behaviours.

**Person Specification**

|  | **Essential** | **Desirable** |
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| **Knowledge** | * Demonstrable knowledge of the safeguarding statutory requirements and Charity Commission responsibilities within the Armed Forces charity sector.
* Detailed and practical knowledge of safeguarding procedures, processes and the statutory referral systems.
* Demonstrable knowledge of the services provided by statutory and voluntary health and social care providers in support of Blesma members.
* Demonstrable knowledge of the Armed Forces and an understanding the purpose of the Armed Forces Covenant.
* Demonstrable knowledge of the needs of Blesma Members of all ages.
* Demonstrable knowledge of who the main allied military charity sector providers are.
* An understanding of the relationship between stakeholders supporting Blesma Members.
 | * Be able to forge sound working relationships with Statutory organisations that operate across the region and charity partners.
* A good understanding of the challenges facing amputees and those who have lost the use of limbs in achieving and maintaining independence.
* An Armed Forces veteran ideally with one operational tour.
* Demonstrable knowledge of prosthetic provision within the NHS.
* Demonstrable knowledge of the Defence Recovery Capability and Blesma’s role within it.
* Understanding of the veteran’s benefits system.
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| **Skills** | * Excellent interpersonal skills and the ability to build positive relationships at all levels
* High level of written and verbal communication skills
* Excellent organisational, time management and problem-solving skills
* Ability to work under pressure and to meet deadlines
* Ability to represent Blesma and advocate on behalf of our Members
* 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
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| **Qualifications** | * Degree or equivalent vocational qualification or relevant practioner experience.
* Safeguarding vulnerable adults Level 5.
 | * Recognised welfare qualification.
* Member of Institute of Health and Social Care Management.
* ECDL.
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| **Experience** | * A minimum of 5 years experience as a DSL within the Military Charity sector.
* Delivering support to WIS Military Personnel and their families.
 | * Ideally 10 years experience as a DSL.
* Working knowledge of the wider Armed Forces charity sector.
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| **Personal qualities** | * Engaging and proactive
* Empathetic
* Confident and friendly
* Approachable
* Compassionate
* Calm under pressure
* Analytical decision maker
* Tactful and diplomatic
* Flexible
* Organised
* Decisive
* Discreet
* Emotional Intelligence
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