

**JOB DESCRIPTION: BLESMA OUTREACH OFFICER
(Scotland and Islands)**

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 principal 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 (Scotland)** is a pivotal role within Blesma, supporting the local Blesma Support Officer in providing a lifeline to Members by delivering effective outreach and emotional support to help reduce the negative impacts of disability and to assist the Members in leading independent and fulfilling lives. This is a home-based role within a small team and will also involve representing, linking and networking with other regional organisations and raising the charity's profile within the local community across Scotland. The successful postholder should be a self-starter, friendly, compassionate, confident who enjoys taking the initiative, being creative and has a strong commitment to the veterans' community.

Main purpose: To support Blesma Members in the designated area by providing an outreach service, working in conjunction with Blesma Support Officer (Scotland and NI).

Location: Home based in Area (post codes EH, ML, PA, G, KA, TD, KY, FK, DD or AB)

Responsible to: Blesma Support Officer (Scotland & NI)

Resourced by: Head Office

Salary and Benefits: £27,621.63 rising to £29,002.68 per annum after successful completion of probation. Blesma offers a contributory pension scheme – employer's contribution of 5% and a suggested employee's contribution of 3% and a Death in Service insurance benefit equal to 1.5 times annual salary. Blesma will also provide a car.

Contract: Permanent and full time.

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 candidates 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 skills, performance and commitment. 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 a comprehensive blended contact and outreach programme, working in conjunction with Blesma Support Officer (Scotland & NI).

Main Duties

- Research, organise and deliver an inclusive and engaging blended programme of on-line and physical activities and events that supports the needs of our members, promotes wellbeing, independence and overcomes social isolation.
- Design, plan, deliver and manage a blended contact and activities programme activities within budget to support the varied needs of our members. and
- Work within the limits of financial delegation and budget as directed by DIW/Head of Activities & Events and provide timely feedback and reports on outcomes, resources and expenditure.
- 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, their families and carers, encouraging engagement with community groups and providing access to technology and training to maximise digital / social media and the internet.
- Carry out outreach visits to Members in their homes, when in hospital and in residential care, tasking all Member welfare issues to BSO (Scotland & NI) as appropriate.
- Support BSO (Scotland & NI) in delivering practical and emotional support to the Members who are cared for.
- Promote the Blesma 'offer' to potential Members through local engagement and use of social networks.
- Reinforce links with the regional organisations, 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 volunteers within the area and maximise their skills and interests in supporting Members in the region.
- Provide management information in a timely manner to support Departmental reports.

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. With a preparedness to work out of office hours, there will be times when there will be the need to work outside of the standard working week. This will be compensated through Time off in Lieu.

Person Specification – Blesma The Limbless Veterans

Experience

- Researching, organising, and delivering activities and events.
- Managing, tracking, and reporting of budgets.
- Updating IT management systems.
- Delivering support and care to vulnerable adults.
- Experience in delivering support to Wounded Injured and Sick and their families (*Desirable*).

Knowledge

- Understanding of Blesma's work.
- Knowledge of physical and emotional needs of disabled vulnerable adults.
- Understanding of the barriers that amputees and those who have lost the use of limbs can face which prevents them from living fulfilling lives.
- Recruiting and managing people.
- Knowledge of services provided by statutory and voluntary health and social care providers (*Desirable*).
- GDPR and working confidentially.
- Understanding of the relationships between stakeholders supporting Blesma Members i.e., local authority, corporate partners (*Desirable*).

Skills

- High level of written and verbal communication skills.
- Excellent interpersonal skills and the ability to build positive relationships at all levels.
- Excellent organisational, time management and problem-solving skills.

- Ability to work under pressure and to deadlines.
- Ability to work independently.
- A confident presentational and public speaking style.
- Ability to effectively manage a budget and resources.
- Computer literate including strong demonstrable skills and knowledge of MS Word, Outlook, Excel, PowerPoint, Publisher and Database systems.
- Competent in the use of social media.

Qualifications

- Educated to at least GCSE Level.
- UK Driving Licence.
- Recognised Welfare Qualification (*Desirable*).

Personal Qualities

- Engaging and proactive
- Emotional Intelligence
- Confident and friendly
- Approachable
- Compassionate
- Calm under pressure
- Analytical decision maker
- Tactful and diplomatic
- Flexible
- Organised

Equalities

- Proven and demonstrable commitment to the principles and practice of equal opportunities.