

**JOB SUMMARY AND PERSON SPECIFICATION**

**Job Title:** Veterans’ Clinical Liaison

**Reports to:** Line Manager- Support Hub Manager

Functional/Clinical Manager – Veterans Clinical Advisor

**Based at:** Phoenix House Recovery Centre, Richmond Road, Catterick Garrison, North Yorkshire DL9 3AW

**I support the blokes by:**

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| **Job Purpose** | Act as the single initial point of contact between Wounded Injured and Sick (WIS) with serious traumatic injury and the resultant long term health issues and the NHS, integrating H4H input to the medical pathway with the Recovery Centre MDT process. Where appropriate develop and coordinate a Veterans Injury Clinic alongside the NHS. Provide Clinical advice and support to the Beneficiaries their families and H4H staff. |

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| **Main Responsibilities** | * Establish effective working relationships with a wide range of internal and external stakeholders. * Liaise with the regional Personnel Recovery Unit (PRUs) regarding those who may require support during and post transition. * Reach out to serving personnel, veterans and their families, working with partner agencies, charities and other organisations. * Provide clinical advice and support to beneficiaries their families and H4H staff. * Liaise with the regional NHS building a strong relationship, scoping the potential to develop a Veterans Clinic. * Support the NHS to maintain patient contact, especially with those who are hard to reach. * Arrange and accompany beneficiaries to appointments at the Veteran War Injury Clinic in Salisbury. * Attend the H4H Multi-Disciplinary Team meetings. * Maintain an active database of cases and produce monthly updates. * Support patients in managing complex treatment pathways, and actively following up individual progress. * Liaise with other medical facilities where veterans with complex injuries are being treated. * Attend relevant regional clinical meetings such as the NHS Armed Forces Network. * Work with a range of agencies and charities identifying any new opportunities to develop the regional services across Recovery. * Ensure client confidentiality meeting Data Protection requirements. * Represent the Veterans Clinical Advisor as necessary. * Ensure CPD is up to date to maintain current registration requirements. * Participate in regular supervision. |
| **Essential Qualifications:** | * Registered Adult/General Nurse at Level/Band 6 * Current NMC Registration. |
| **Essential Knowledge, Skills & Experience** | * Experience of operating within in the Defence Medical Service/MOD and NHS. * An understanding of and empathy with the requirements of the Beneficiaries and their families. * Maintain complete confidentiality, professionalism and trust when dealing with clients and staff. * Full understanding of the Caldicott Guidelines * Clear understanding of the principles of Clinical Governance * Good organisational skill. A self-starter with the ability to work with the minimum of direction. |
| **Desirable Knowledge, Skills & Experience** | * Mental Health experience * Understanding of the 3rd Sector |
| **Key Competencies & Behaviours** | * Confident and polite manner * Ability to build rapport quickly and to understand needs and expectations * Positive, empathetic, patient, polite and friendly manner * Ability to remain calm under pressure * Displays the highest levels of integrity, confidentiality and commitment * Respond quickly to changing demands and demonstrate strong skills in prioritisation and time management * Work within a range of environments and working cultures, adapting personal style accordingly * Lead and drive work forward with minimal direction * Analyse information quickly and communicate in a concise and articulate manner * Well organised with the ability to prioritise * Attention to detail in all aspects of work * Demonstrates an ability to work as part of a team and be a flexible team player * Demonstrates self-motivation * Flexible re: hours of work * Prepared to travel covering Catterick and Northern area including Northern Ireland which may require overnight stays. * Attend occasional National meetings and events. |
| **Guiding Principles** | All elements of your delivery of the Job Description must encapsulate :  **Best In Class**  We must remain fresh, well-informed and innovative in our approach so that we can consistently develop best-in-class support services for our WIS and their families. We must invest in our staff as it is they who will make the difference.  **It’s about the blokes**  The WIS and their families must remain the focus of everything we do  Support to families is as important as support to the WIS. We must maintain the personal touch and give the WIS and their families our personal attention.  **Can Do**  We must remain easy to access for our beneficiaries and easy to do business with for our partners and other H4H staff. We must remain a ‘can-do’ organisation that will find a single reason to make something happen, not 100 reasons to stop it. ‘Can, not can’t; will, not won’t; why not, not why. ’We must remain efficient and not bureaucratic.  **One Team**  Regardless of where you work or what you do in H4H, we must work as a team to deliver the best possible holistic support and services to our WIS and their families today and into the future, and to develop our services over time. We expect the highest standards of competence, commitment and personal conduct from H4H staff in their dealings with the WIS and their families, our partner organisations, and each other. |