

## JOB SUMMARY AND PERSON SPECIFICATION

**Job Title:** Veterans Clinical Advisor  
**Reports to:** Head of Welfare & Clinical Services  
**Based at:** [Location]

<b>Job Purpose</b>	<ul style="list-style-type: none"> <li>• Operate as the regional senior clinical subject matter expert (SME).</li> <li>• Act as an initial SME point of contact between the Wounded Injured and Sick (WIS) with resultant long-term health issues and the NHS, integrating Help for Heroes input to the clinical pathway within the Recovery Multidisciplinary Team (MDT).</li> <li>• Provide clinical advice and support to veterans, their families, loved ones and carers, and to Help for Heroes personnel in support of the charitable objects and values.</li> </ul>
<b>Accountabilities</b>	<ul style="list-style-type: none"> <li>• Lead on the assessment of clinical needs of individual veterans, their case management and delivery of professional support as part of the MDT.</li> <li>• Line Management, guidance, governance, and support to the regional clinical team.</li> </ul>
<b>Main Responsibilities</b>	<ul style="list-style-type: none"> <li>• Seek out and establish effective working relationships with a wide range of internal and external stakeholders.</li> <li>• Engage with serving personnel, veterans, and their families, working with partner agencies, charities, and other organisations to offer clinical support and advice.</li> <li>• Promote and practice coaching for health, facilitating and empowering veterans to actively participate in managing their own health.</li> <li>• Liaise with the regional Personnel Recovery Units (PRUs) regarding those who may require support during and post transition from the Armed Forces.</li> <li>• Liaise with the regional NHS, building a strong relationship, scoping the potential to develop and coordinate Veterans Injury Clinics alongside the NHS.</li> <li>• Support the NHS to maintain contact with veterans, especially those who are challenging to reach.</li> <li>• Participate in Help for Heroes MDT meetings, case conferences and other meetings as requested.</li> <li>• Maintain an active database of cases, fulfil data requests as required, produce monthly updates, reports and record outputs and outcomes on the Records Management System.</li> <li>• Support veterans in managing complex treatment pathways, and actively following up individual progress.</li> </ul>



	<ul style="list-style-type: none"> <li>• Liaise with other medical facilities where veterans with complex injuries are being treated.</li> <li>• Arrange and accompany veterans to appointments at specialist clinics.</li> <li>• Adhere to Help for Heroes risk management processes.</li> <li>• Attend relevant regional clinical meetings such as the NHS Armed Forces Network.</li> <li>• Support group educational and outreach events and individual GP practices when required.</li> <li>• Influence and work with a range of agencies and charities identifying any new opportunities to develop the regional services.</li> <li>• Contribute to the development of organisational and wider policy, especially in the regions and be cognisant of regional variations.</li> <li>• Horizon scan and be alert to the development of Government, Third Sector and professional strategies, policies and initiatives in the Veteran and healthcare arena.</li> <li>• Represent the Head of the department and fulfil additional duties as identified.</li> <li>• Represent Help for Heroes when requested at National and local meetings and events and in the media, promoting and upholding its charitable objects and values.</li> <li>• Embracing our team approach, deputise for Help for Heroes Clinical personnel across the UK when required.</li> <li>• Maintain professional standards working within the NMC Code of Professional Practice and Guidelines.</li> <li>• Ensure veteran confidentiality meets Data Protection and Records Management requirements.</li> <li>• Ensure CPD is up to date to maintain current NMC registration and revalidation requirements.</li> <li>• Participate in and record mandatory supervision.</li> <li>• Additional duties as identified.</li> </ul>
<p><b>Essential Knowledge, Skills &amp; Experience</b></p>	<ul style="list-style-type: none"> <li>• Registered Adult/General Nurse at Level/Band 7.</li> <li>• Current NMC registration.</li> <li>• Management experience.</li> <li>• Experience of operating within the Defence Medical Service/MOD and NHS as a Registered Band 6 Nurse.</li> <li>• An understanding of and empathy with the requirements of veterans and their families.</li> <li>• Ability to maintain complete confidentiality, professionalism and trust when engaging with veterans and Help for Heroes personnel.</li> <li>• Full understanding of the Caldicott Guidelines.</li> <li>• Have a clear understanding of the principles of Healthcare Governance.</li> <li>• Good organisational and prioritisation skills.</li> <li>• Competent in the use of computers, particularly the use of Microsoft Office 365 and Teams.</li> <li>• A self-starter with the ability to work with the minimum of direction.</li> <li>• Confident and engaging presentation skills.</li> <li>• Hold a full UK driving licence.</li> </ul>

<p><b>Desirable Knowledge, Skills &amp; Experience</b></p>	<ul style="list-style-type: none"> <li>• Have served in the Armed Forces.</li> <li>• Experience of and awareness of Mental Health issues.</li> <li>• Previous experience of working with a 'Medical Information System'.</li> <li>• Understanding of the Third Sector and how healthcare is delivered across the UK.</li> </ul>
<p><b>Key Competencies &amp; Behaviours</b></p>	<ul style="list-style-type: none"> <li>• Confident and polite manner.</li> <li>• Ability to build rapport quickly and to understand needs and expectations.</li> <li>• Positive, empathetic, patient, and friendly.</li> <li>• Ability to remain calm under pressure.</li> <li>• Display the highest levels of integrity, confidentiality, and commitment.</li> <li>• Agility to respond quickly to changing demands and demonstrate strong skills in prioritisation and time management.</li> <li>• Ability to work within a range of environments and working cultures, adapting personal style accordingly.</li> <li>• Analyse information quickly and communicate in a concise and articulate manner.</li> <li>• Attention to accuracy and detail in all aspects of work.</li> <li>• Demonstrate an ability to work as part of a team and be a flexible team player.</li> <li>• Demonstrate self-motivation and use of initiative.</li> <li>• Prepared to travel covering the designated region, embracing flexibility in working hours including some overnight stays.</li> </ul> <p>Model our Values. We are:</p> <ul style="list-style-type: none"> <li>• Innovative-Collaborative-Authentic-Resourceful-Energetic</li> </ul>