

JOB SUMMARY AND PERSON SPECIFICATION

Job Title: Veterans Community Nurse (VCN)

Reports to: Veterans Clinical Advisor (VCA)

Based at: [Location]

Job Purpose	<ul style="list-style-type: none"> Act as an initial point of contact between the Wounded Injured and Sick (WIS) with the resultant long-term health issues, and the NHS, integrating Help for Heroes input to the clinical pathway within the Multidisciplinary Team (MDT). Provide clinical advice and support to veterans, their families, loved ones and carers and to Help for Heroes personnel in support of charitable objects and values Support the “challenging to reach” veterans within the community.
Accountabilities	<ul style="list-style-type: none"> The assessment of clinical needs of individual veterans, their case management and delivery of professional support as part of the MDT.
Main Responsibilities	<ul style="list-style-type: none"> Establish effective relationships with a wide range of internal and external stakeholders, primarily in the community. Provide clinical advice and support for veterans, families, their loved ones, and carers in the diverse and challenging community healthcare landscape. Promote and practice coaching for health, facilitating and empowering veterans to actively participate in managing their own health. Comprehensively engage with stakeholders to promote role and organisational visibility. Collaborate with other community providers and services to develop positive therapeutic relationships for veterans being case managed. Encourage and participate in the development of MDT community meetings especially for veterans with complex support needs. Liaise with the regional Personnel Recovery Units (PRUs) regarding those who may require support during and post transition from the Armed Forces. Liaise with the regional NHS, building a strong relationship and support the NHS to maintain contact with veterans, especially those who are challenging to reach. Arrange and accompany veterans to appointments at specialist clinics and consult with the Line Manager/Team for War Injury Clinic appointments. Liaise with other medical facilities where veterans with complex injuries are being treated.



	<ul style="list-style-type: none"> • Adhere to Help for Heroes risk management processes. • Seek out new opportunities which make a direct and positive change to the lives of veterans in the community. • Participate in Help for Heroes MDT meetings, case conferences and other meetings as requested. • Maintain an active database of cases, produce monthly updates, and record outcomes and outputs on the system as directed by the Line Manager. • Support veterans in managing complex treatment pathways, and actively follow up individual progress. • Carry out pre- and post-operative visits, especially for War Injury Clinic patients as directed by the Line Manager. • Support group educational and outreach events and individual GP practices when required. • Seek out research opportunities which meet with Research Appraisal Committee approval. • Ensure veteran confidentiality meets Data Protection and Records Management requirements. • Represent Help for Heroes at National and participate in regional events promoting and upholding its charitable objects and values. • Represent colleagues in the Team as identified and fulfil additional duties as required. • Maintain professional standards working within the NMC Code of Professional Practice and Guidelines and ensure CPD is up to date to maintain current Nurse registration requirements. • Attend and record mandatory supervision. • Additional duties as identified.
<p>Essential Knowledge, Skills & Experience</p>	<ul style="list-style-type: none"> • Registered Adult/General Nurse at Level/Band 6. • Current NMC Registration. • Experience of operating within the Defence Medical Service/MOD and NHS as a Registered Band 6 Nurse. • An understanding of and empathy with the requirements of veterans and their families. • Ability to maintain complete confidentiality, professionalism and trust when engaging with veterans and Help for Heroes personnel. • Full understanding of the Caldicott Guidelines. • Have a clear understanding of the principles of Healthcare Governance. • Good organisational and prioritisation skills. • Competent in the use of computers, particularly the use of Microsoft Office 365 and Teams • A self-starter with the ability to work with the minimum of direction. • Confident and engaging presentation skills. • Hold a full UK driving licence.
<p>Desirable Knowledge, Skills & Experience</p>	<ul style="list-style-type: none"> • Have served in the Armed Forces. • Experience of and awareness of Mental Health issues. • Previous experience of working with a 'Medical Information System'

	<ul style="list-style-type: none"> • Understanding of the Third Sector and how healthcare is delivered across the UK
<p>Key Competencies & Behaviours</p>	<ul style="list-style-type: none"> • Confident and polite manner. • Work autonomously within the community environment. • Ability to build rapport quickly and to understand needs and expectations. • Excellent communication and listening skills, while demonstrating sensitivity and empathy towards the specifics of each situation • Ability to remain calm under pressure. • Display the highest levels of integrity, confidentiality, and commitment. • Agility to respond quickly to changing demands and demonstrate strong skills in prioritisation and time management. • Ability to work within a range of environments and working cultures, adapting personal style accordingly. • Analyse information quickly and communicate in a concise and articulate manner. • Attention to detail in all aspects of work. • Demonstrate an ability to work as part of a team and be a flexible team player. • Demonstrate self-motivation and use of initiative. • Prepared to travel covering regional boundaries with flexible working hours, including some overnight stays. <p>Model our Values. We are:</p> <ul style="list-style-type: none"> • Innovative-Collaborative-Authentic-Resourceful-Energetic