

JOB DESCRIPTION: ASSOCIATION – DEPENDANTS HEALTHCARE LEAD

Reports to: Director of Welfare and Operations
Salary: £30K pro rota with excellent Leave and Benefits
Status: Part Time, Permanent Contract 20 Hours per week (with flexibility)
Location: Courtney Building, Hamworthy Barracks

We are seeking a dynamic and personable professional with a clinical or health and wellbeing background to join the Association to be responsible for the management, development and delivery of the charity's Dependants Healthcare benefit.

This benefit is unique and is intended to intervene where appropriate healthcare is not available for clinically serious and urgent medical conditions when the spouse is not available to support their family dependants because they are deployed or committed to operations.

A good working knowledge of the Military Community is highly desirable for the role to provide bespoke pathways for clinical delivery when needed due to unavailability of statutory sources.

This role will work as part of the Welfare and Operations Team of the Association, based in the Courtney Building at Hamworthy Barracks.

Key Responsibilities and Job Specification

- The primary focus of this role is to continually develop and manage the Dependants Healthcare benefit.
- The Secondary role is to assist Veterans and provide advocacy with understanding the clinical pathways available and signposting into appropriate statutory or third sector pathways for their clinical and rehabilitation needs.
- Deliver and continually develop a fully person-centred service for families of Serving Personnel to access a bespoke, Association led Health Care benefit, liaising directly with Statutory Services, Private Healthcare providers and any related professionals required to deliver this service.
- This role will work collaboratively with all appropriate statutory, third sector and Private Medical partners, GP's and coordinate detailed workplans for delivery of healthcare support to eligible beneficiaries.
- Research and develop effective working relationships with a network of healthcare providers to provide an equitable level of cover for Service families as would be available under the previous Association Private Medical Insurance.
- Supporting families of Serving Personnel to access Private Healthcare and support equitable to Private Medical cover.
- Liaise with the national NHS provision, building a strong relationship, understanding the Op COURAGE, Op RESTORE and VALOUR initiatives and specific Veterans support pathways.
- Liaise with the trusted third sector partners and build a strong relationship to support all Members in getting the best clinical and psychological support.
- To provide management functions for the Dependants Health Care benefit administration Assistant.

- Maintain an active database of cases and produce monthly updates. Record outputs and outcomes on database.
- Ensure Member confidentiality meets Data Protection requirements.
- Ensure all provision and activities are delivered within agreed budgets.
- Undertake any relevant CPD and core skills training including Adult and Children's Safeguarding.
- Undertake mandatory supervision and/or registration competencies where appropriate.

Accountabilities

- The role reports to the Director of Welfare and Operations.

Qualifications

- Experience or qualifications in Clinical Health, Social Care, health and wellbeing or related field.

Essential Skills and Knowledge & Experience

- Equivalent experience of working in a clinical decision-making role or health and social care setting for a minimum of 3 years.
- A good understanding of and empathy with the requirements of the Serving Community, Veterans and their families.
- Experience of working in a military/veteran environment
- Networking skills: Excellent interpersonal and relationship building skills, to represent the Association within the wider Military Charities Community
- Communication: The ability to confidently communicate on all levels, including at executive level.
- Time Management skills: The ability to work to deadlines and under pressure, managing several projects at a time.
- Wellbeing; Good understanding of the current sector, guidelines, and Statutory responsibilities. Working knowledge of Support Agencies relevant to Military Families and Veterans. Excellent people skills.
- Ability to occasionally attend national meetings and events as required.

- Improvement: Experience of improving and implementing new processes and ways of working.
- Excellent written and oral skills: the ability to provide briefs and reports at the highest levels and listen with empathy to Members concerns.
- Budget Management skills: Will need to work effectively with limited resources.
- Technology: Fluent in Microsoft Office programs and database software
- Maintain complete confidentiality, professionalism and trust when dealing with Members and staff.
- Compliance: Experience of working within a regulated sector and understanding of current UK GDPR regulations.
- Some travel may be required to develop and maintain relationships with providers and in support of beneficiaries and occasional flexible working could be required to meet these requirements.

Desirable Skills and Knowledge & Experience

- Understanding of the Military environment
- Experience of Private Healthcare environment.

The ideal candidate

- Enthusiastic and driven to make a positive impact in people's lives.
- A demonstratable grasp of the current issues affecting serving and former serving military personnel and their families.
- Proactive, conscientious and independent work ethic.
- Always learning: an initiative-taker, motivated, eager to learn and committed to own development.
- Resourceful and embraces challenge and change.
- Self-motivated and ability to work with minimal direction.
- Excellent diligence and accuracy, ensuring delivery fully meets the brief, incorporating all necessary elements and are error free.
- Enthusiastic to work in a fast-moving environment.
- Team oriented but takes individual responsibility.
- Content to work flexibly to meet the Charity's needs.

I have read and understood the Job Description:

PRINT NAME: _____

SIGNED: _____

DATE: _____