

**JOB SUMMARY AND PERSON SPECIFICATION**

**Job Title: Help for Heroes Nurse**

**Reports to: Nominated Line Manager**

**Covering: Designated Trusts and surrounding Community**

<b>Job Purpose</b>	<ul style="list-style-type: none"> <li>Oversee and coordinate services, personalise the patient care pathway and meet the complex information and support needs of veterans and their families. They will be embedded within, and support NHS Trusts seeking Veteran Awareness accreditation, using, and applying technical knowledge of veteran experiences. In addition have a community presence in support of this role.</li> </ul>
<b>Accountabilities</b>	<ul style="list-style-type: none"> <li>The assessment of clinical needs of individual veterans in hospital settings, their case management and delivery of professional support as part of the MDT.</li> </ul>
<b>Main Responsibilities</b>	<ul style="list-style-type: none"> <li>provide insight and understanding of the unique veteran experiences and complex co-morbidities, which when combined with a veteran's reluctance to self-identify can cause a barrier to delivering adequate, coordinated veteran care within NHS hospital and GP settings.</li> <li>Assist with the veteran identification process at admission, a criterion of the Veterans Covenant Hospital Alliance (VHCA).</li> <li>Offer support and veteran awareness training to NHS staff, working with hospitals towards accreditation to develop improved pathways and act as the VCHA link.</li> <li>Seek out research opportunities which meet with Research Appraisal Committee approval.</li> <li>Ensure veteran confidentiality meets Data Protection and Records Management requirements.</li> <li>Represent Help for Heroes at National and participate in regional events promoting and upholding its charitable objects and values.</li> <li>Represent/support colleagues in the Team as identified and fulfil additional duties as required.</li> <li>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.</li> <li>Attend and record mandatory supervision.</li> <li>Additional duties as identified.</li> </ul>
<b>Essential Knowledge, Skills &amp; Experience</b>	<ul style="list-style-type: none"> <li>Registered Adult/General Nurse at Level/Band 6.</li> <li>Current NMC Registration.</li> <li>Experience of operating within the Defence Medical Service/MOD and NHS as a Registered Band 6 Nurse.</li> <li>Previous service in the Armed Forces</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> </ul>

[helpforheroes.org.uk](http://helpforheroes.org.uk)

**14 Parkers Close, Downton Business Centre, Salisbury, Wiltshire SP5 3RB**

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	<ul style="list-style-type: none"><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>
<b>Desirable Knowledge, Skills &amp; Experience</b>	<ul style="list-style-type: none"><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><li>• Have served in the Armed Forces</li></ul>
<b>Key Competencies &amp; Behaviours</b>	<ul style="list-style-type: none"><li>• Confident and polite manner.</li><li>• Work autonomously within the community environment.</li><li>• Ability to build rapport quickly and to understand needs and expectations.</li><li>• Excellent communication and listening skills, while demonstrating sensitivity and empathy towards the specifics of each situation</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 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 regional boundaries with flexible working hours, including some overnight stays.</li><li>• Attend occasional national meetings and events.</li></ul> <p>Model our Values. We are:</p> <ul style="list-style-type: none"><li>• Innovative-Collaborative-Authentic-Resourceful-Energetic</li></ul>

I have read and understood the Job Description:

PRINT NAME: .....

SIGNED: .....

DATE: .....