**JOB DESCRIPTION**

**Job Title:** The Warrior Programme Account Manager – Full time position – Hours 37.5 (9-5)

**Location**: East of England - based from home with travel across the region and attendance on Residential courses.

**Responsible to:** Director of Operations

**Main purpose of the Role**:

Be The Warrior Programme (TWP) Account Manager for the new NHS Op COURAGE service in the East of England.

You will be managing Veteran referrals from partner agencies within the East of England region and build regional relationships within the Op COURAGE, the Veterans Mental Health and Wellbeing service collaborative.

**Duties:**

* + Build relationships with partners of the East of England Op COURAGE service and conduct presentations as required
  + Be the focal point for all NHS referrals, attend multi-disciplinary team meetings and assess their readiness and suitability to attend the Warrior Programme. Ensure the required data is entered on to the CRM and associated NHS MIS as necessary
  + Manage the NHS caseload of referrals during the 12 month Programme to discharge. Empower veterans to engage with The Warrior Programme training package including pre and post Foundation course training
  + Co-ordinate the arrival procedure and execute the administration necessary for individuals to attend the Foundation course and refresher days with maximum efficiency and with the minimum amount of fuss.
  + Liaise with the Monitoring Co-ordinators and referrers to ensure referrals are supported and guided throughout the 12 month programme to ensure:
* They receive first class support post course to maintain consistent progress toward improved functioning and independent living
* Attend Residential programmes and work with the team to ensure all Warriors receive a first class experience during the Residential Foundation course
  + Collate, write and present required data and management information to the Collaborative and to the Director Operations/Senior Management Team as requested
  + Any other duties related to the post as designated by the Director or Trustee

**Person Specification**

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| Essential | Desirable |
| Can work unsupervised, use initiative, is highly motivated, proactive and looks for solutions | A military veteran or spouse of a Veteran |
| Highly organized and able to administer groups of people whilst on a course | Knowledge of NHS, statutory services and military charity organisations |
| Excellent interpersonal and communication skills – Articulate and credible. Able to collaborate with all stakeholders | Experience in negotiating and influencing with Managers & Directors of Organisations at Regional level |
| Can work as part of a remote team and is a good team player. | First aid at work qualification |
| Demonstrates empathy and has a good understanding of the complex needs of ex forces personnel | Able to conduct risk assessments |
| Able to deliver presentations to promote the Warrior Programme | Knowledge of NLP and TLT and techniques used on Warrior Programme |
| Competent IT Skills - word, powerpoint and excel to populate CRM database and a  Facebook user |  |
| Compile concise progress reports for NHS collaborative and senior management |  |
| Flexible and able to work away from home in the UK as required |  |
| Car user |  |

The closing date for applications is 1 March 23 with interviews commencing thereafter.

To apply please send your CV and covering letter to:  [info@warriorprogramme.org.uk](mailto:info@warriorprogramme.org.uk)

The Warrior Programme strives to be an equal opportunities employer and welcomes applications from all sections of the community.  We particularly welcome applications from ex-Service personnel. Appointments are subject to an enhanced DBS check.

Please contact John Cummings, Director of Operations on [john.cummings@warriorprogramme.org.uk](mailto:john.cummings@warriorprogramme.org.uk) to arrange an informal discussion.