



## Janine Whitley

### Case Manager, Devon

Janine is an experienced clinical professional specialising in supporting clients with complex health needs, along their rehabilitation journey to achieve the most functional level of independence they can. Previously working as a Veterans Clinical Advisor at Help for Heroes, she coordinated care for complex physical and mental health, working with NHS, charities, statutory funding routes and government bodies. With expertise in trauma, spinal cord injuries, traumatic brain injuries, pain management, and rehabilitation. She excels in building a strong therapeutic relationship with the client, using her clinical leadership to ensure high standards of governance, advocacy and holistic care.

Janine combines her clinical expertise with a strong military background, offering a compassionate, empathetic approach to case management. Her experience working with veterans, trauma survivors, and individuals with chronic pain allows her to navigate complex care pathways while ensuring every client is treated with dignity and respect. Janine excels in fostering trust-based relationships, ensuring clients feel empowered throughout their healthcare journey. Her military background instils resilience, leadership, and the ability to thrive in high-pressure environments.

Additionally, Janine mentors young girls through the Empowering Girls programme, helping them build confidence and explore career opportunities for their future.

#### Clinical Specialities

- Complex Trauma
- Spinal Cord Injury
- Traumatic Brain injury
- Chronic Pain Management
- Orthopaedics
- Amputations
- Community Rehabilitation
- General Medicine
- Veterans Community

#### Qualifications

Health Service Governance, Level 6, 2024, Chartered Governance Institute

Coaching for Health, 2023, OCSA

Train the Trainer, 2023, City and Guilds

Coaching & Mentoring, Level 5, 2019, CMI

Intermediate Command & Staff Course, 2017, Level 7

Emergency Nursing Specialist BSc, 2010

Dip He Adult Nursing, 2005

#### Professional Memberships

NMC  
RCN  
CMSUK  
Current DBS

#### Case Management Competencies

- Facilitates advocacy for clients in a range of situations and medical pathways.
- Engages with all parties to navigate the complexity of managing information flow amongst different stakeholders.
- Provides facilitation and brokerage of relationships between relevant stakeholders.
- Use multiple methods of empathetic communications to build a holistic understanding of client and stakeholder needs.
- Use mediation skills to negotiate goals in highly complex cases.
- Identifies milestones/continuous and measurable outcomes in the pursuit of client goals and objectives.
- Produce accurate information sets that include the reasoning and rationale of decisions/recordings/interventions, ensuring they are relevant and comprehensible to other relevant stakeholders.

## Case Studies

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Janine served as Military Deputy Officer in Command Nursing, Joint Hospital Group (SW) at Derriford Hospital from May 2017 to April 2020. She led a team of senior and middle managers to drive excellence in safety, quality, and clinical and military competence, preparing staff for global deployment. Janine monitored NHS/Military contract hours, optimising performance to support the NHS staffing crisis and increase financial gains for the MOD. She oversaw risk management, governance, and clinical assurance processes, achieving high grading in external assessments, and led the redesign of the preceptorship 18-month rotational programme, improving staff placement, clinical skills, satisfaction, and deployability by 12%.

Janine served as Clinical Governance Lead and Veterans Clinical Advisor (VCAW) for Help for Heroes from May 2021 to April 2025. She led governance and quality improvement across the Veterans Clinical Service, creating the H4H Governance Hub to align risk, compliance, and assurance processes. As Lead Band 7 Veterans Clinical Advisor, Janine supported veterans navigating complex care pathways using evidence-based practice and tools such as EQ-5D-L to inform rehabilitation planning. She also delivered multiple Veterans Health Roadshows, coordinated over 35 organisations, published in the RCNI Journal of Primary Health Care, and developed policies and business cases to enhance workforce capacity and secure clinical communications.

## Work Experience

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2025-Present

**Unite Professionals Case Management**  
Case Manager

2021-2025

**Clinical Governance Lead, Veterans Clinical Service (VCS), Help for Heroes**  
Veterans Clinical Advisor West (VCAW)

2020-2021

**Armed Forces Community Support Hub (AFCS Hub), Devon and Exeter**  
Key Worker

2017-2020

**Nursing Joint Hospital Group (SW), Derriford Hospital**  
Military Deputy Officer Command (Band 8)

2016-2017

**Joint Hospital Group (South), Queen Alexandra Hospital**  
Military Lead Emergency Department

2014-2016

**Medical Reception Station, 3 Commando Brigade**  
Troop Commander

2013-2014

**Royal Centre of Defence Medicine, Queen Elizabeth Hospital, Birmingham**  
Nursing Officer (Band 6)

## About Unite Professionals Case Management

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Unite Professionals are a renowned, independent Case Management firm, committed to assisting individuals who have endured catastrophic and life altering injuries. Our approach is both comprehensive and empathetic, underpinned by our professional expertise and steadfast belief in the strength of those we support.

### Enquiries and Referrals

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