



Everyone deserves  
a safe place to  
call home.

Company Limited by Guarantee number 1741926  
Charity Number 287779  
Registered in England as Single Homeless Project



Single  
Homeless  
Project

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<b>Job title:</b>	Specialist Health lead
<b>Delegated Authority:</b>	Level 7
<b>Team:</b>	The Health Team
<b>Responsible to:</b>	Service manager
<b>Responsible for:</b>	Not applicable

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## Job purpose



To establish Single Homeless Projects (SHP) health approach within SHP services and the wider community.

To work with SHPs hostels to map out current health needs, gap in services, and ways to work.

To create good working relationships with local organisations and health providers to aid inclusive access to health care for those experiencing homelessness.

To build relationships of trust with people to help provide high level support and care to those with underlying health needs who are experiencing homelessness. Helping them to understand and access the care they need and to enable them to maintain engagement and treatment with healthcare.

To complete health screenings and create a health profile for each resident, helping residents access the correct treatment needed, and making referrals to the correct service, i.e. dentistry, mental health.

To support the monitoring of the programme through recording engagement, attendance, progress, and outcomes for each client.

To advocate for health needs of individuals and to identify and record any recurring service or system-level barriers that are preventing access to health care for clients.

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## Key accountabilities

### Programme Delivery

- To deliver and promote the health programme across SHPs services and within the local community. Including setting up and establishing the health role within SHPs individual hostel, creating a confidential space to disclose health issues and provide a next step plan.
- To organise and support clients in accessing the care they need and to engage with treatment and attending appointments. Including the completion of referrals to health providers. i.e. dentist, substance misuse, mental health.
- To hold a case load of clients, complete health screenings and create a basic health profile and needs assessment in regard to physical health that can be shared with partner organisations.
- To maintain open and continuous communication with clients and staff to help develop engagement and overcome obstacles to accessing primary and secondary health services.
- To work with the team within SHP services to ensure each client is registered and engaged with primary health i.e. GPs, pharmacy, opticians.
- To work with clients on a 1-2-1 and group basis to provide them with the skills needed to continue positive engagement with primary health care and manage their own health needs. To support the Service Manager in the promotion of health within the homelessness provision.

### Information Management

- To record client progress and any data required to evaluate impact and outcomes.
- To establish sharing consent between the health navigator, client and services involved in care.
- To develop and introduce service level agreements, terms of reference and referral forms.
- To support and lead on localised development and introduction of a new health recording system.
- To ensure all information is recorded, stored, and shared using secure platforms and in line with GDPR.

### Financial Management

- To be responsible for the management of allocated service budget.
- To appropriately document and record expenditure in line with SHPs policies and use of systems.

### Health & Safety and Risk management

- To ensure that all Health-related activities are delivered in accordance with SHP's Health and safety and safeguarding policies in respect of client and staff safety.
- To provide comprehensive handover of risks to other professionals involved with the case.

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- To support the Service manager in evaluating current training provisions and developing and delivering new health training.
  - To contribute to risk assessments, management plans and safeguarding alerts, both internally and externally where needed.

### **Team Work**

- To support team members, including staff, volunteers, and peer mentors.
- To feedback or raise any concerns with the services managers.
- To engage in team meetings and reflective practice and suggest any changes or improvements to the Health Programme to help its development.
- To engage in Hostel team meetings and away days and suggest any changes or improvement to help improve health within the services.

### **Evaluation and impact**

- To be responsible for data recording of inputs, outputs, and outcomes relating to each client and their case.
- To comply with SHPs data recording policy and ensure all recording is up to date.
- To support the service manager to develop health focused survey evaluations within SHP.

### **Co-production**

- To support individuals to work towards gaining greater independence through participation, at service and organisations level and within the wider community.
- To work in partnership with experts by experience to embed the insights of people with lived experience into the design and delivery of local health systems.
- To use evidence from the programme to address the barriers/service gaps.

### **Partnership working**

- To work in partnership with other relevant agencies and clients to ensure that needs are assessed and are met, in a co-created manner.
- To take a proactive approach to building effective working relationships with professionals from the relevant services.
- To work in partnership with SHP staff including the service manager, Team manager and other peers.
- To establish professional working relationships with local health providers and organisations.

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## Specialist areas

- To take an active role in developing and implementing SHPs approach to health.
- To lead on key areas of health and work with the wider charity and outside organisations to develop organisational understanding, policy and procedures and working groups
- To complete mapping of the charity's current health levels specific to boroughs of focus, key areas and develop methods to address these.
- To organise and host individual multi-agency meetings including Multidisciplinary teams, case conferencing and safeguarding for complex cases
- To complete health passports for those moving on and share them with appropriate providers.
- To develop a recording and evaluating system to streamline how health is recorded and used to evidence the need for change.
- To hold a case load of complex health clients and be the main lead between services involved.
- To lead the way in homeless health and pilot new areas of work.

## Miscellaneous

- SHP is at discretion to amend your responsibilities and, in addition to these, you may be required to perform other duties as may be required for the efficient running of the organisation.
- To create inclusive working environments and cultures to enable colleagues and clients to feel safe and empowered to achieve their full potential.

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## Technical and professional know-how needed for position



**When completing your application, you will be required to address (using examples) some of the points below**

### Experience and Knowledge

- A knowledge of (& willingness to learn) about common health issues & the barriers to health access that people experiencing homelessness may encounter.
- Ability to find ways to engage and develop relationships with clients who may have a low level of interaction with and/or suspicion of services.
- Good understanding of local level health set up i.e. homeless health providers and teams.
- Demonstrable competence in motivating and supporting vulnerable adults.
- Knowledge and understanding of delivering a structured project.
- Confidence working both as part of a team and independently.

### Skills and Abilities

- The ability to advocate for and coordinate access to health care for clients with experience of homelessness.
- Skills and understanding of creating & monitoring support plans and record-keeping with regards to client support, safety and safeguarding issues  
Commitment to reflective practice and continuous professional development.
- Demonstrable expertise of working collaboratively with other services to develop strong multi-agency support & risk management plans.