



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

Job title:	Specialist Health Lead TST North
Delegated Authority:	Level 7
Team:	The Health Team
Responsible to:	Service Manager
Responsible for:	N/A

Job purpose

SHP Tenancy Sustainment Team (TST North) deliver support to clients across 15 London boroughs to manage the transition away from the street or supported accommodation into more independent accommodation. TST clients are expected to transition to alternative housing provisions within two years of support of in a Clearing House tenancy, so a pivotal aspect of a client's support journey is the early identification of physical health needs, identifying key health services available, breaking down barriers to accessing healthcare and supporting clients in a strengths-based manner to address their physical health needs, build independence and to ensure a smooth and effective transition into the service.

Key accountabilities

Day-to-Day

- To establish Single Homeless Projects (SHP) health approach within SHP Tenancy Sustainment service (TST) and wider community.
- To work with TST Head of service, patch managers and caseworkers to map out current health needs, gap in service provisions, and to identify innovative ways to work.
- To contribute towards ongoing reflection and evaluation of TST policies, procedures and practices in the service, changing ways in which TST support is delivered where beneficial to clients.
- To create good working relationships with local organisations and health providers to aid inclusive access to health care for those experiencing homelessness. To complete mapping and identification of key health services within each TST Patch.
- To build relationships of trust with those with underlying health needs to help provide high level support and care. Supporting clients and staff to understand and access the care they need and to enable them to maintain engagement and treatment with healthcare. Upskilling staff around common health conditions and knowledge of referral pathways.
- To liaise and support both TST Caseworkers and clients by identifying present and underlying health and support needs and considering alternative referral pathways where appropriate in meeting a clients' physical health needs.
- To support the monitoring of the programme through recording service agreements, client engagement, attendance, progress, and outcomes.
- 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.
- To improve health outcomes for clients within SHP Tenancy Sustainment service.
- To aid in the early identification of health needs to ensuring a smooth and effective transition for clients within the TST service.
- To shape innovative, co-produced physical health support, events and ways of working.

Programme Delivery

- To deliver and promote the health programme across SHP TST North services and within the local community. Including setting up health and embedding SHP's health approach across TST teams and patches. Creating and embedding a health approach to help identify health issues and provide a next step plan to meet these needs.

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- To identify referral pathways to health providers (i.e., Specialist services, dentist, substance misuse, mental health, podiatry, etc.) and liaising with caseworkers to organise support for a client to engage with treatment and attend appointments.
 - 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 support the Service Manager and team in the promotion of health within the homelessness provision.

Information Management

- To record client and service progress and any data required to evaluate impact and outcomes.
- To establish sharing consent between the health navigator, client and services involved in care where client facing.
- 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 and Safety and Risk Management.

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.
- 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 utilise case consultations to signpost staff and clients to support, services and referrals available to meet the client's physical health needs.
- To feedback or raise any concerns related 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 both Health and TST team meetings and away days and suggest any changes or improvement to help improve health within the services.

Evaluation and impact

- To aid service manager to monitor data recordings, ensuring a clients Inform is up to date.
- 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.
- To utilise reports and data to identify health needs and gaps in provisions. To suggest any changes or improvements to recording systems to better capture health outcomes.

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.

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.

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

- **Person-Centred Support Approach:** Ability to create collaborative support plans, build rapport, and foster collaboration with residents.
- **Health and Safety Compliance:** Knowledge of regulations and protocols, ensuring adherence to health and safety standards.
- **Record Keeping and Reporting:** Proficient in maintaining accurate records and preparing reports while adhering to confidentiality protocols.
- **Policy and Procedure Adherence:** Understanding and adherence to relevant policies and procedures in supported accommodation services.
- **Continuous Learning and Improvement:** Commitment to ongoing training, participation in reflective practice, and contributing to service improvement initiatives.

Skills and Abilities

- **Case Management and Assessment Skills:** Proficiency in managing caseloads, conducting assessments, and analysing data to identify resident needs.
- **Interdisciplinary Collaboration:** Strong communication and coordination skills to work with professionals from various disciplines.
- **Analytical and strategic thinking:** Strong analytical and thinking skills to utilise data and outcomes to plan and shape a project or service delivery.
- **Creative thinking:** Able to think creatively and problem solve when it comes to addressing service and system level barriers.