

## **JOB DESCRIPTION – Homeless Health Link worker**

**Reporting to** Homeless Health Link Manager

**Salary** £27,278.04 Per Annum

**Location** South West London

**Hours** 37.5 hours, Mon-Fri

### **ABOUT US**

We are SPEAR, a charity dedicated to helping homeless people across five South West London boroughs to find secure accommodation and work towards a positive future. For almost 35 years, we've worked tirelessly to support homeless people to recover from their personal issues and break down the barriers that they face. We recognise that homelessness is much more than just a housing issue, so we provide a range of accommodation and support services to help people reach their full potential.

### **PURPOSE OF JOB**

This role will be responsible for the delivery of high-quality services offered by the Homeless Health Link Programme focusing on the engagement of homeless clients, including rough sleepers, in a range of primary care, mental health, and substance misuse services. This post is required to undertake good quality casework and assessments of individuals with complex needs including challenging mental and physical health needs. The role will work closely and proactively with homelessness service providers, local authorities, statutory and non-statutory health and housing services to improve pathways for homeless clients accessing physical and mental health services.

This service is for single homeless people who have slept rough or are at risk of sleeping rough in the London boroughs of Richmond and Kingston.

### **DUTIES**

**Service delivery** - To be responsible for the effective delivery of the Homeless Health Link services for homeless people in the boroughs stated. Working Monday to Friday, during normal working hours with flexibility to support clients out of hours as and when necessary.

- To ensure a pathway into the Health Link service from within SPEAR's other schemes and external agencies and provide an effective need-led service to clients throughout their engagement with SPEAR, in line with SPEAR's policies and procedures
- To comprehensively assess people referred to the service, developing engagement plans for clients with complex needs. This duty will include: conducting client risk assessments at the point of entry into the service and ensuring risk plans are regularly reviewed.
- Deliver effective homeless health link assessment and support services by sourcing a range of specialist health services across the partnership and developing relationships with those providers.
- To build and maintain positive relationships with local homelessness and supported housing services as well as local authority providers.
- To provide advice and support to the Health Link Peer Advocates
- To jointly work with Volunteers attached to the Health Link Service

- To contribute to the planning and effective delivery of Health Days throughout the various boroughs in which SPEAR operates; promoting and organising events with both professionals, clients, and the local community
- To facilitate regular Health and Wellbeing sessions and Drop-in sessions in the community
- To provide as appropriate, client advocacy for those service users experiencing difficulties. Engaging with service providers and local authorities as appropriate.

**Resource Management** - To be responsible for the effective referral, assessment, engagement, and support of homeless clients into a range of health services including GP and primary care services, dentist, podiatry, and specialist substance misuse and mental health services.

- Create and manage effective professional relationships with local authority staff, housing providers, physical and mental health providers, and other external agencies.
- Maintain a working knowledge of available resources for clients, signposting and referring as necessary
- To contribute to the effective use of temporary staging post-accommodation to support rough sleepers into longer-term supported accommodation.

**Casework Management** - To work with clients ensuring the provision of advice, support, motivation, crisis intervention, and future planning, is appropriate to the expressed needs of service users

- Lead on regular case reviews for all clients on the caseload – working with partner agencies and other SPEAR services to effectively communicate updates on clients and any progress or issues.
- Work with clients seeking support, by developing a holistic approach to care planning and working in collaboration with other services to assess their needs and identify and work towards individual goals, ensuring an integrated approach toward support
- Develop positive working relationships with clients to facilitate the best possible outcomes and to address issues of social isolation and exclusion
- Be responsible for an agreed caseload of clients and ensure that accurate information is stored and maintained on the database for performance management and quality assurance purposes
- Complete the required data entry onto the CHAIN (rough sleeper) database and ensure that other records of work undertaken and reported effectively on CHAIN

**Organisational responsibilities** - To be responsible for contributing to the running of SPEAR's integrated services for homeless people.

- Contribute to regular team meetings, away days, and staff meetings
- Participate in staff management and support systems in line with SPEAR's policies and procedures, ensuring regular attendance at line management meetings
- Maintain a safe and appropriate physical environment for staff and service users, in line with SPEAR's Health and Safety Policy
- Liaise and work with all internal stakeholders to deliver an effective SPEAR-wide service
- Undertake other duties as your line manager should require in keeping with the responsibility of the post

## PERSON SPECIFICATION

### ESSENTIAL KNOWLEDGE, SKILLS, AND EXPERIENCE

- Experience/understanding of working with homeless people or rough sleepers, including key working, care planning, and joint working with statutory agencies, with a particular focus on mental health and substance misuse services
- Experience/understanding of supporting people to address their needs by the use of comprehensive assessment and case management and an understanding of involving the person in their care, taking a person-centered approach

- Knowledge/understanding of substance misuse and/or mental health services and the range of services and treatment available for homeless people
- Understanding of the causes of homelessness and the pathways out of homelessness ○
- The ability to work with clients who may display challenging behaviour and complex needs
- The ability to work under pressure and with multiple SPEAR teams
- Good IT skills, including competence with databases, word processing, spreadsheets, and email, and the ability to learn how to use new IT applications
- An understanding of and commitment to confidentiality and professional boundaries

## **DESIRABLE**

- Use of your own transport would be an advantage but is not essential.
- Experience working with a psychological informed approach: IAPT, Motivational interviewing, etc.
- A knowledge and awareness of homeless outreach services and practices to engage with rough sleepers
- An understanding of Health and Safety and an ability to manage the associated requirements practically and professionally. This role will include lone working and some out-of-hours work, the post holder will be required to assess and mitigate risk for these requirements.
- A thorough knowledge of appropriate legislation, for mental health and homelessness including welfare benefits and housing law.

## **VALUES**

### **Working together**

We work alongside service users, partners, staff, and volunteers to provide services that meet the needs of the people we help. Together we overcome challenges.

### **Aspirational**

We aim high, aspiring to achieve the very best outcomes for our clients. We see potential in everyone and encourage our staff and clients to achieve their own goals, dreams, and ambitions. We aspire to the highest standards of professionalism.

### **Respectful**

We respect everyone, regardless of their background or circumstances. We view everyone as an individual with their own personal journey. We always listen to and value people's views.

### **Determined**

We work tirelessly to support people experiencing homelessness to recover from their personal issues. We break down the barriers people experiencing homelessness face.

### **Visionary**

We try new and innovative ways to provide long-term solutions and reduce the isolation of homelessness. We are always willing to take a new approach, learning from what works (and what doesn't) and using this to guide our work.

**At SPEAR, we welcome and encourage applications from everyone, regardless of age, disability, gender, ethnicity, religion, and sexual orientation. We are facing diverse problems, so need diverse people to tackle them.**

