



Job description

Job title:	Health Advocacy Worker
Department:	Client Services
Reporting to:	Operations Manager – Intensive Case Management (ICM)
Salary:	£32,016 per annum
Hours:	35 per week
Location:	Based at Skylight Croydon (outreach into community settings)
Contract type:	Fixed term contract for 12 months

Aim and influence

- Provide high-quality health advocacy support to people experiencing homelessness and people seeking asylum in Croydon.
- Reduce health inequalities in Croydon by improving health outcomes through advocacy, healthcare service navigation and improved health literacy.
- This project involves outreach to supported or temporary accommodation in Croydon.

Financial and supervisory responsibility

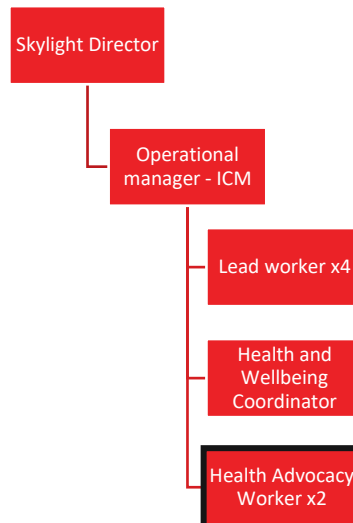
- None

Other key details

- The role involves working with vulnerable adults and young people and so a satisfactory enhanced disclosure from the Disclosure and Barring Service is required
- You will be required to work flexibly to carry out your role to meet the needs of clients. This will be reviewed regularly.
- This service operates an outreach model, and you must be willing and able to travel to clients around Croydon. You will also regularly accompany clients to their health appointments. You will be travelling using public transport and there is no need for your own transport.



Organisational chart



Job responsibilities

- Improve health outcomes for people who are rough sleeping, sofa surfing or living in temporary or supported accommodation.
- Hold sensitive conversations with clients about their health needs and barriers to accessing health services.
- Assess health needs and create a plan to address these collaboratively with the client and their lead worker/support worker if appropriate.
- Support clients to register with the appropriate health services including GPs, dentists, substance misuse services and mental health services.
- Liaise with hospital staff to support registered clients to attend required health appointments following hospital discharge.
- Support clients to complete required healthcare paperwork.
- Accompany clients to planned health appointments such as GP, hospital, dentist, optician, substance misuse, mental health and sexual health appointments.
- Review referrals from external partner agencies and Crisis colleagues.
- Deliver drop-in sessions in local hostels to meet new clients.
- Empower clients to take control of their own health and wellbeing through improved health literacy and confidence using health services.



- Liaise with health care professionals and other agencies in an advocacy role to ensure timely access to clinical and wellbeing interventions.
- Signpost clients to services that can help to address any other unmet needs.
- Ensure that any safeguarding concerns are identified and reported in line with Crisis' procedures

General responsibilities

- Actively encourage and support member involvement within Crisis
- Develop and maintain an understanding of the charity's work and the needs and circumstances of homeless people
- Comply with Crisis policies and procedures, including Health and Safety policies, for which all employees owe a duty of care both to themselves and others, in accordance with the Health and Safety at Work Act
- Carry out any other duties that may reasonably be required in the light of the main purpose of the job.

Person specification

1. Understanding of the challenges to accessing healthcare faced by people who are experiencing homelessness
2. Good interpersonal and verbal communication skills
3. Excellent organisational skills, including a demonstrable ability to manage a high-volume workload and manage conflicting priorities
4. Ability to keep accurate and up to date records, sharing information as and when appropriate
5. Excellent advocacy and partnership skills to improve access to services for service users
6. Ability to work in a team, take direction from a supervisor and be able to work independently off site
7. Good level of literacy, numeracy and IT skills
8. An understanding of psychologically informed environments and ability to be non-judgemental and to show empathy and compassion
9. Understanding of the importance of protecting an individual's personal and sensitive data when working with someone's information.



10. Experience of setting and maintaining professional boundaries
11. Knowledge of and ability to comply with safeguarding procedures
12. Commitment to Crisis' purpose and values including equality and social inclusion

We encourage applications from all sections of the community particularly those with personal or previous experience of homelessness

Supporting your application

Thank you for your interest in working for Crisis.

Before you apply, please take a moment to read through the frequently asked questions below which are designed to support your application and help you understand our recruitment processes.

The person specification requires a qualification or experience that I do not have. Is it still worth me applying?

The person specification has the key knowledge, skills, experience or behaviours needed to carry out the job successfully and you will be scored based on any information you provide. If you don't quite meet the criteria, for example if you have an understanding of something rather than experience of doing it yourself, you may still pick up points for explaining your understanding or how you might approach it. However, some of the person specification points, for example specific qualifications, are critical to the role so if you don't meet those requirements, you are unlikely to be shortlisted.

Can I apply by sending my CV?

Occasionally we accept CVs and a covering letter but only if this is requested in the advert for the post. We don't accept speculative applications or hold CVs on file.

What should I do if I can't complete an online application?

If you would like to apply in a different format, for example in a Word document, because you are unable to use the online process, please contact the Recruitment Team jobs@crisis.org.uk It is helpful if you provide details of your requirements or suggestions about how we might best support you to apply so that we're able to consider alternatives.

Does Crisis use Artificial Intelligence (AI) technology for shortlisting?

Crisis does not use AI technology for shortlisting applications or throughout our recruitment process.



Can I use Artificial Intelligence (AI) technology for my application?

We strongly discourage applicants from using AI technology at any stage of the recruitment process. This is so we can run a fair, transparent process which gives all applicants an equitable chance of success. We want to hear about your own experience and perspectives in your application and if shortlisted, during the interview too.

How can I maximise my chance of being shortlisted?

It is important that you complete all sections of the online application form to ensure that the recruiting panel understand your interests, skills, behaviours, knowledge and experience.

Shortlisting is mostly based on the information you provide in the assessment form section.

A strong application will also be in line with the **Crisis Values** that you can find on our website.

Please note! If you don't provide full responses against the person specification points, the panel won't be able to score your application fully and it will be unlikely there is enough information for you to be shortlisted.

How quickly will I know if I have been shortlisted?

Every recruitment campaign will be different depending on how quickly the shortlisting panel can review applications but if you have not been shortlisted, you will receive an email from us confirming that.

If I am not shortlisted, can I get feedback on my application?

Unfortunately, we are not able to offer feedback on your application if you are not shortlisted for interview.

Can I get feedback after my interview?

We appreciate that information about where you did well or less well can be useful, so if you are not successful following interview we are able to provide feedback.

Will you notify me of future vacancies?

Once you have registered via Crisis Jobs Online, you can sign up to receive notifications of new vacancies based on the criteria you select. We also recommend that you check our website regularly for details of new vacancies.

I recently applied for a role and was not successful, but have seen the role re-advertised. Is it worth me applying again?

If the gap between advertising has been short, we would normally advise that candidates need not apply again, unless you have re-written and enhanced your application. Some examples might be that you have strengthened your examples using the STAR technique above.

Crisis Jobs Online

I have typed my personal statement answers into the online form, but it won't let me save them.

What should I do?

There is a word limit of 400 per answer so it could be that you have exceeded the limit and that is what is preventing you from saving your work.



I filled in the personal statement section and tried to save it/submit it. However, it wouldn't do this, and my information was lost. Is there any way to retrieve it?

You are encouraged to record your answers in a Word document first before copying and pasting your answers into the online application form, using the keyboard shortcuts Ctrl + C to copy and Ctrl + V to paste. The application form has a strict time out limit and so if you take longer than that limit you will lose your work and we are unfortunately not able to retrieve it.

Where can I get help?

If your query has not been answered above, you can contact the Recruitment Team jobs@crisis.org.uk for support.

