



Health In-Reach Navigator Recruitment Pack

Job overview

Job Title:	Health In-Reach Navigator
Reporting to:	Health Promotion Manager
Contract Length:	Fully funded until the end of March 25 with a good chance of continuation funding.
Hours:	Full Time 37.5 Hours per week (30 Hours a week is also an option)
Leave:	28 Days per year + 8 days Bank Holidays
Salary:	£ 30,000 Plus 5% pension
Location:	The role will require onsite working in our Kennington office and in homelessness services across London. There will also be some opportunity for working from home.

Candidates who meet the specification, with experience of social exclusion due to homelessness, imprisonment, migration or otherwise being part of a marginalised population, will be given priority access.

Overview:

Groundswell is recruiting a Health In-Reach Navigator to join our Health Promotion Team to arrange, develop and run Health Promotion In-Reach sessions in homelessness services across London. We are looking for a confident communicator, who is happy working with groups of people, with a passion for making sure people have information they need to make informed decisions about their lives. The Navigator will work with people experiencing homelessness, homelessness services, and health services to create better access to health information and healthcare.

We know that if you are experiencing homelessness, you will be disproportionately affected by health inequalities and often lack access to suitable information and support that could help you independently manage your health and wellbeing. Our approach:

- Everyone has a right to access healthcare including screening and preventative services.
- Health and wellbeing look different for everyone. Health promotion should not alienate people by setting standards that are unattainable but should support them to look at what they can practically do to feel better right now.
- Everyone's 'normal' is different. Someone who is smoking crack or who is dependent on alcohol might have bodily functions that are different to what is 'normal' for the



average person. People need to be aware of their own 'normal' so that they know when something is wrong.

The Health In-Reach Navigator will be working with the teams in hostels and day centres, going to the places where people live or go to access vital services like food and showers. Ideally, they will have their own first-hand experience of using or working in services supporting people around homelessness, substance misuse, mental health, poverty, asylum and immigration, or the criminal justice system. Our services are co-produced by people with first-hand experience of the issues we are trying to address.

The Navigator should be comfortable with continuously evolving and adapting the service, tailoring it to the specific needs of the people we work with, developing sessions informed by direct feedback and direction from people living in hostels and using homelessness Day Centres.

Our Health Promotion Work

The Health Promotion Team:

- Deliver group 'in-reach' sessions led by staff and volunteers with first-hand experience of homelessness, using health promotion resources to engage people with health issues and talk to them about options available.
- Support clinical services going into hostels and day centres to deliver preventative health measures such as screening and vaccinations.
- Co-produce and support the development of accessible health promotion resources about health services and health issues with people who have experienced homelessness that inform, advise, and help people manage their health.
- Co-produce health and wellbeing resources for staff working within the homelessness sector, better equipping them to support the people who use their services and improve longer term health outcomes.
- Contribute to producing resources for staff working in healthcare, better equipping them to understand the challenges that people experiencing homelessness might face in accessing services.

We have a range of accessible, targeted materials around vaccination, screening and other health issues that can be used by our team and supported accommodation staff to support sessions. We are planning to develop more of these, particularly looking at screening and rights to access healthcare.

By carrying out Health Promotion In-Reach in hostels and Day Centres we aim to:

- Increase awareness of specific health issues, what services are available and the pathways for accessing them.
- Encourage people to identify their own health priorities, and to address their health concerns, offering them the tools to tackle issues and access services.



- Support people in identifying shared interests in particular health issues and delivering in-reach sessions that demonstrably reflect those shared interests.
- Reach more people to support with 1-1 appointments through our Homeless Health Peer Advocacy (HHPA) service.

The group in-reach model enables people with similar experiences to come together and reflect on overcoming challenges. As a project based on Advocacy principals, we do not tell people what they should do; but encourage autonomy to make safe and realistic choices.

We:

- Meet with people to ask what their health priorities are and look at potential topics for upcoming sessions. These topics are then shared with the staff team from the hostel/day centre so they can feed in.
- Draft an in-reach programme and plan dates, times, and promotion of sessions, involving staff teams at each site.
- Organise and co-deliver 5-10 sessions on the priorities identified by people experiencing homelessness and the staff working with them
- All sessions focus on residents' voices being heard first, then Groundswell facilitated discussion supported and informed by Groundswell health promotion information and/or clinicians.

For example, working with residents at the Westminster hostel Edward Alsop Court we developed the following programme:

- “When To See Your GP” a session co-designed and facilitated by us and the Homeless Health Nurse. Outcomes included resident “top tips” on how to get the most out of your visit to the GP.
- “Diabetes” a session led by a retired GP, supported by Groundswell In-reach Worker. Half of the residents attending identified themselves as diabetic, discussion included how to manage diabetes; risk factors/how to keep healthy for everyone. A walk to St James’ Park with a Groundswell In-reach Worker. Included informal discussion about the benefits of walking and being “in the moment.”
- “How to get a good night’s sleep?” facilitated by a Groundswell In-reach Worker. Outcomes included top tips poster content, created by residents.

The Health Promotion team also work with a range of external partners around screening and preventive care.

We work with partners to arrange health events at homelessness services; promoting the sessions by talking to residents prior to teams visiting and supporting on the day to maximise uptake.

About HHPA



Our Health Promotion work sits alongside our [Homeless Health Peer Advocacy \(HHPA\) Program](#). Groundswell created HHPA in Westminster in 2010, to support people experiencing homelessness to overcome multiple barriers preventing access to healthcare, initially through funding from the NHS Regional Innovation Fund. Since then, HHPA has since flourished into a multi award-winning service working across London.

Health creates a foundation to move out of homelessness. Groundswell's person led health services enable people who are homeless to access the health care they need, so they are not disadvantaged by the health inequalities embedded in our systems. Our health work is delivered by a team where most people have their own experience of homelessness, shared experience builds up a level of trust when there can be mistrust of 'professionals', because of past trauma or negative experiences.

The service is delivered by volunteer Peer Advocates and staff Case Workers, who build trusting relationships with clients and support them to access, navigate and use healthcare services. They aim to increase people's self-confidence and improve their ability to independently access the services they need, which can include everything from registering for a GP, dentistry treatment, mental health referrals, hospital appointments, and much more.

Groundswell is unique in bridging the divide between health and homelessness organisations. We work in partnership with numerous organisations across London to support the delivery of our peer advocacy service.

Health In-reach Navigator Tasks

The Health In-Reach Navigator will be a vital member of our team, working collaboratively with various partners and agencies to deliver In-Reach sessions and connect individuals experiencing homelessness with essential healthcare services. This position offers autonomy, flexibility, and the opportunity to make a meaningful difference to people's lives.

Lead on planning and delivery of health promotion sessions working with key stakeholders to shape sessions:

- Develop and maintain links with hostels, Day Centres, and health teams in the Boroughs where Groundswell works to identify suitable services for delivery of health promotion work.
- Working with people using services, and staff working in services; identify health priorities and plan, design and deliver sessions that reflect those priorities, tailoring them to people's needs.
- Work with staff at services to ensure risk assessments are in place.
- Work with the Health Promotion Manager to create ways of getting feedback from participants to ensure the sessions are continuously being developed to meet people's needs.



Plan, promote and deliver one off health & well-being events with stakeholders:

- Work with the Health Promotion Manager and key stakeholders to help plan health days at hostels and Day Centres.
- Represent Groundswell at planning meetings for events for health events, working with partners to develop sessions, ensuring learning from past events is considered.
- Support the organisation and delivery of health days working alongside clinical and homelessness partners.
- Promote the health days to people using local services.

Work with clinical teams offering preventative health care work in community settings across London:

- Work with the Health Promotion Manager to ensure we are linked in with homeless health teams in the Boroughs where we work and are supporting their in-reach into hostels and Day Centres.
- Develop and maintain relationships with a range of partner organisations including mainstream GP surgeries, hostels, and specialist homeless health services.
- Work with homelessness services prior to visits from clinical teams to promote sessions and make sure people have the information they need to decide whether to take part, maximising take up on the day.
- Work alongside Groundswell in-reach volunteers to support clinicians to engage with people during sessions at hostels and day centres.
- Support clinicians in engaging with people experiencing homelessness.
- Manage any referrals that need to be made to the HHPA team for one-to-one support to access external health services.

Share learning internally and externally:

- Provide feedback to Groundswell's communications team on the health priorities raised by people experiencing homelessness so we can ensure we are developing relevant resources.
- Contribute to co-production of health promotion resources feeding in the concerns and questions we are hearing from our health promotion work.
- Support and contribute to the training of Groundswell volunteers and staff about In-Reach delivery.
- Work with the Volunteer Co-ordinator and Health Promotion Manager to support In-reach volunteers.
- Attend conferences and learning events to learn and share learning.

Develop, plan and contribute to ongoing quarterly monitoring, review, evaluation, and reporting of the health promotion work:



- Work with the Health Promotion Manager to develop the project and plan future work.
- Contribute to reports on In-Reach delivery for commissioners and other stakeholders externally.
- Record and share feedback from people experiencing homelessness and partners

General Duties:

- Help to foster a co-operative and supportive team.
- Represent Groundswell in an appropriate manner.
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- Participate in training as agreed and in regular supervision and appraisal with your Line Manager.
- Promote equal opportunities in all areas of work.

PERSON SPECIFICATION

	ESSENTIAL <i>(Could not do the job without these)</i>	DESIRABLE
EXPERIENCE & KNOWLEDGE <i>Gained through employment, volunteering or lived experience</i>	<ol style="list-style-type: none"> 1. Facilitating groups or running health promotion or training sessions. 2. Working with people who might face barriers to accessing healthcare. 3. Developing relationships with external organisations. 4. Planning events or projects. 5. Understanding of the barriers that certain groups face in accessing healthcare. 	<ol style="list-style-type: none"> 6. First-hand experience of social exclusion due to homelessness, imprisonment, migration or otherwise being part of a marginalised population. 7. Involvement in health promotion.
SKILLS & ABILITIES <i>Gained through employment, volunteering or lived experience</i>	<ol style="list-style-type: none"> 1. Able communicate with variety of audiences, presenting information effectively in person, at 	<ol style="list-style-type: none"> 5. Experience of using Salesforce or other databases.

	<p>meetings, and via phone and e-mail.</p> <ol style="list-style-type: none"> 2. Able to plan individual work using a solution orientated approach. 3. Basic IT skills - able to use Word, e-mail and carry out basic internet searches. 4. Able to take the initiative and being able to think on the feet. 	
<p>BEHAVIOURS <i>Gained through employment, volunteering, or personal experience</i></p>	<ol style="list-style-type: none"> 1. Understanding and support of Groundswell's core beliefs. 2. Able to communicate naturally and empathetically, build rapport quickly and to earn respect and trust. 3. Ability to model the promotion of equality and inclusion. 	

Support provided and reasons to join us.

- Regular guidance, support and the opportunity to reflect on their work through regular catchups and supervisions with your Line Manager
- Reflective practice with a trained therapist.
- Access to training and development opportunities - this project is part funded by Westminster Public Health and through them there is the opportunity to take up a range of public health related training and qualifications.
- Teamwork - regular opportunities to contribute to and learn from the wider Groundswell's team.
- Strategic input - opportunities to input into Groundswell's strategic direction.
- Feedback process - be able to input into working practices and know where to turn if any problems arise.
- Cost of living pay increase - Groundswell believes that annual cost of living (COL) increases should be awarded if it is financially viable to do so. The Board will look at awarding a COL increase every year when they set the budget at the July board meeting and will approve this if it is financially viable.

Application process



1. Application

To make an application, please submit your **CV** along with a **cover letter** which explains:

- how you meet each of the areas outlined in the person specification above **and**
- why you are interested in doing this job.

The deadline is **Monday 8th July, 5pm**. Please submit your CV and Cover Letter here:

<https://hr.breathehr.com/v/health-in-reach-navigator-36061>

Please note that we can't consider applications that don't have a cover letter. Your cover letter is important - we decide who to interview based on how people show us that they have the skills, knowledge and experience we have asked for in the person specification. Your cover letter needs to show how you meet each of the criteria listed in the person specification as fully as possible and why you would like to work for Groundswell.

The following advice is designed to help you with your application:

- Read the job description, person specification and general information on the organisation This information will help you gain an understanding of how Groundswell is organised, what the aims of the organisation are, and what the job entails.
- Look carefully at the person specification The person specification states what essential skills, experience, knowledge and understanding we feel an applicant should have, as well as desirable areas that would assist you in carrying out your duties. A person having all these abilities and experience would be an ideal candidate. As none of us are perfect, please do not be put off from applying if you do not have all the desirable skills mentioned.
- Look at your experience, including any experiences you have had outside of work, such as community/voluntary/leisure/political interests. Also remember that your life experience is also valid. Do not undervalue yourself; if it is relevant information, include it in your application.
- When you write a covering letter a good way to start is list all the essential criteria listed in the person specification and write a couple of sentences under each. This makes sure that you have addressed all the points.
- Gear your application to the specific job using the person specification as a guide for the area to be covered. If you send only a CV, and do not directly address all the questions in your cover letter/personal statement, you will not be considered for shortlisting. Do not simply repeat your current duties. Pick out the skills, knowledge and experience required by the job and show that you have them.

2. Interviews

Candidates will be notified if they have been invited to interview by **Friday 12th July** at the latest. We are a small charity with limited resources and are unable to give feedback on unsuccessful applications before the interview stage. If you have not been notified by this date, then please assume you have been unsuccessful on this occasion. **Interviews will then be held on week commencing Monday 15th July 2024.**



3. Pre-employment checks

Two references will need to be taken up before a job offer can be made. Please include reference details in your application. One should be your current or most recent employer, and the other someone who has known you in a professional capacity for at least two years.

We will not contact any referees before the interview and only after you grant consent.

Because of the nature of this role, we will have to carry out a DBS check on the successful candidate. Having a conviction will not necessarily bar a candidate from employment; this will depend on the circumstances and background of the offence(s) in relation to the requirements of the job.

Many thanks for taking the time to look into this role – it is an exciting opportunity, and we hope you will consider applying.

If you would like to discuss this role before applying, then please contact jobs@groundswell.org.uk and we will respond.

[We care about your privacy; read here how we manage your personal data.](#)

[Read our recruitment of ex-offenders policy.](#)

