

## Health Inclusion Manager

<b>Job title:</b> Health Inclusion Manager	<b>Team:</b> Learning and Training
<b>Accountable to:</b> Head of Learning & Training Services	<b>Line managing:</b> Volunteers & Peer Mentors
<b>Salary:</b> £39,000 pro rata	<b>Hours:</b> 35 hours a week
<b>Disclosure:</b> Enhanced	<b>Contract:</b> Permanent
<b>Pension:</b> following successful completion of 6-month probationary period (5% employer contribution conditional on min. 3% employee contribution)	

### Background

Providence Row has a long history of working with those affected by homelessness and vulnerably housed in East London, offering an integrated service of crisis support, advice, substance use & alcohol support and employment and training advice. Our aim is to ensure that people who are so often excluded from mainstream services gain the support and opportunities they need to create a safe, healthy and sustainable life away from the streets.

### Health & Wellbeing Service

Situated within the Resource Centre, the service provides health-related activities and support, including access to wellbeing support, health advice, and treatment opportunities, all delivered with respect and dignity. Key to the service are the Health & Wellness Fairs, organised in partnership with community providers. These fairs offer crucial services like dental care screenings and vaccinations, aimed at reducing health inequalities and enhancing accessible care for the community.

The post holder will develop and manage a range of health and wellbeing initiatives – making the best use of services, the skills of clients and of volunteers from our local community. Key objectives for the role are:

- Delivery of excellent health and wellbeing services to all stakeholders, consistent with the values of the organisation
- Develop and oversee Providence Row's Award Winning Health and Wellbeing Fairs in partnership with community provision
- Reduce A&E admissions by strategically enhancing preventative care measures and facilitating early intervention services through our health programs and partnerships.
- Participate in planning, monitoring and evaluation to ensure we deliver effective services and demonstrate the impact of our work to key funders

### Key objectives & Responsibilities

In order to support the achievement of these aims, the Health Inclusion Manager will be responsible for:

#### Develop and oversee all health services and other partnership services

- Lead the design and implementation of comprehensive health services, aiming not only to improve health and wellness among our clients but also to minimize A&E admissions through effective preventive care and early intervention.
- Establish and maintain robust partnerships with health providers and community organizations to ensure a collaborative approach towards integrated health support.
- Collaborate with the Volunteering Development Manager to implement a structured feedback gathering process from volunteers and clients, ensuring the services are responsive to the needs of the community and continuously improving.
- Monitor the effectiveness of these services, ensuring they meet the needs of the community and contribute to long-term health improvements and reduced dependency on emergency health services.

#### Service Delivery

- Work alongside the Volunteering Development Manager to support and recruit volunteers and Peer Mentors to support client engagement
- Develop systems and processes to ensure the Health Hub and Health & Wellbeing Fairs are delivered to a high standard, reflecting best practice in the field
- Ensure a warm and welcoming environment for all of our clients. This will include overseeing the provision of:
  - Client access, flow and registration
  - Sign posting clients to appropriate service
  - Client liaison, code of conduct, overseeing Incidents onsite, exclusions, client complaints.
- Liaise with internal teams to ensure an integrated service
- Manage the budget for reception services

### Ensure Outstanding Health & Safety and Facilities Management

- Collaborate with the Facilities Manager to maintain the Health Hub to the highest standards of cleanliness and functionality.
- Coordinate with partners to manage the disposal of hazardous materials and waste efficiently and safely.
- Ensure that all visiting partners are fully briefed on our internal safety procedures and reporting protocols to maintain a secure environment for everyone.

### Monitoring and evaluation

- Record accurate data using the charity's client database
- Provide information and produce reports to fulfil internal and external reporting requirements
- Participate in reviews and evaluations of work, reflecting on practice and continuously improving service delivery

### Other Duties

- Take on occasional pieces of work as agreed between the Head of Learning and Training and the Director of Services (Duties will fall within the scope of the post at the appropriate grade.)
- Attend evening and weekend meetings and functions as on occasion
- Work in accordance with the Charity's values, guiding principles, policies & procedures.

### Person Specification

Knowledge and Experience	Essential / Desirable
The ability to develop and maintain effective working relationships with team members and other professionals, in order to deliver the best possible service.	Essential
Experience of working within or alongside primary care services to achieve positive health outcomes for vulnerable groups	Desirable
Experience of managing challenging behaviour in an assertive, positive and supportive way	Desirable
Experience in managing health & safety and facilities in a similar environment	Desirable
Knowledge of the issues facing those who experience homelessness and the legislation to support this	Desirable
Experience of managing a budget	Desirable
Understanding and experience of working within professional boundaries	Essential
Hold a current first aid certificate or be willing to undergo first aid training and other necessary training as appropriate to the role.	Essential
The ability to interrogate computerised records, enter relevant data and produce reports and statistics when required.	Desirable
Strong organisational skills and the ability to work autonomously with some guidance from relevant managers.	Essential
The ability to plan, monitor and evaluate work, providing accurate information for colleagues and reflecting on results.	Essential
Excellent IT skills	Essential
Excellent verbal and written communication skills	Essential
Ability to work outside of normal office hours on occasion	Essential

<b>Competencies</b>	
Takes the time to understand difficulties without pre-judgement and with a view to overcoming them (Compassion)	Essential
Exercises the same degree of consideration and care for all those who come to Providence Row, whatever the reason (Respect)	Essential
Welcomes and seeks to involve everybody, whatever their background, presenting issues, ethnicity, nationality or faith (Inclusiveness)	Essential
Works <i>with</i> people, not <i>for</i> people, to enable them to realise their gifts, abilities and talents (Empowerment)	Essential
Acts fairly and promotes justice within the organisation and in relation to the needs and rights of people who use our services (Justice)	Essential
Is able to communicate, negotiate and influence appropriately with a range of stakeholders	Essential
Demonstrates emotional intelligence, understands the needs of others and recognises the impact of their behaviour on others	Essential
Is accountable for the performance of the organisation, their team and their own performance (trustworthy, dependable & inspires confidence)	Essential
Is proactive and takes the initiative to gain the information needed for the role, with a flexible and “can do” attitude	Essential
Is emotionally resilient, self aware and reflective.	Essential

The information provided in this Job Description outlines the expectations of the post holder. It is not intended to be prescriptive in every detail and as such it describes the main elements of the role only.