

Job details

Job title	Health Inclusion Manager
Contract	Full time, permanent
Hours	35 hours per week
Location	The Dellow Centre, London E1 7SA
Disclosure	Enhanced
Pension	Auto enrolment from day one into the People's Pension

Role purpose

- To lead, coordinate and develop Providence Row's Health Inclusion Service so that people experiencing homelessness and multiple disadvantage can access high-quality, inclusive health and wellbeing support.
- To oversee the Health Hub, Health & Wellness Fairs and associated partnerships, ensuring delivery is safe, effective, well-coordinated and aligned with organisational priorities and funding requirements.

Key responsibilities

- Lead the planning, development and day-to-day delivery of the Health Inclusion Service, including the Health Hub, Health & Wellness Fairs and associated health activity.
- Coordinate partner delivery, facilities, communications and client access so that health activity operates safely and effectively.
- Act as the principal operational contact for health partners and maintain clear delivery arrangements, responsibilities and escalation routes.
- Develop effective relationships with NHS, public health, local authority, voluntary and community partners.
- Maintain clear referral pathways across Providence Row and external services so that people with unmet or complex health needs can access appropriate support.
- Ensure partnership arrangements cover safeguarding, information sharing, data requirements, service standards and professional or clinical boundaries.
- Monitor partner delivery and address concerns about communication, quality, conduct or service performance promptly through agreed procedures.
- Ensure health provision is inclusive, responsive to need and supports earlier access to preventative, primary and community healthcare.
- Identify gaps in provision and develop practical responses with internal teams and external partners, including contingency arrangements for reduced capacity or disruption.
- Recognise, respond to and report safeguarding concerns, medical emergencies and significant health or welfare incidents in line with Providence Row's procedures.
- Identify and manage operational risks, reviewing incidents and near misses and contributing to risk assessments, continuity planning and improvement actions.

- Ensure visiting providers understand Providence Row's safeguarding, incident reporting, health and safety and operational requirements.
- Maintain clear boundaries between Providence Row's operational responsibilities and the clinical accountability of appropriately qualified healthcare providers.
- Ensure health information is recorded, stored and shared lawfully, with appropriate arrangements for confidentiality, consent, data protection and information sharing.
- Ensure appropriate arrangements are in place for the safe management of clinical or hazardous waste, consultation spaces, equipment and materials.
- Take responsibility for service performance, data quality, monitoring and reporting against agreed targets, KPIs and contractual requirements.
- Analyse service data, outcomes and feedback to identify unmet need, delivery risks and opportunities for improvement.
- Provide effective line management and support to relevant staff, volunteers and Peer Mentors, with clear roles, supervision, training and professional boundaries.
- Work with the Volunteering Team to develop safe and meaningful opportunities and address performance, conduct or wellbeing concerns appropriately.
- Manage the Health Inclusion budget and resources effectively and contribute to budget planning, funding applications and resource development.
- Contribute to wider organisational planning and service development, setting clear priorities and reviewing progress with the Head of Learning & Training Services.
- Represent Providence Row at relevant meetings, events and conferences and maintain effective communication with funders, commissioners and partners.
- Attend occasional evening or weekend meetings, events and functions where reasonably required.
- Undertake other duties that fall reasonably within the scope and grade of the post.
- Work in accordance with Providence Row's values, policies and procedures.

Person specification

Knowledge and Experience	
Experience of coordinating or managing health, wellbeing or comparable support services	Essential
Experience of maintaining reliable service data, monitoring performance and producing accurate reports	Essential
Sound understanding of the health inequalities and barriers to healthcare experienced by people facing homelessness, multiple disadvantage or exclusion	Essential
Strong track record of building effective relationships with external providers and coordinating delivery across organisational and professional boundaries	Essential

Experience of responding appropriately to safeguarding, health or welfare concerns, with an understanding of confidentiality, consent and information sharing	Essential
Ability to communicate clearly with people using services, colleagues and external partners, including addressing concerns and challenging poor practice	Essential
Strong judgement, organisation and accountability, with the ability to work independently, escalate risks appropriately and remain effective in a busy service environment	Essential
Confidence using Office 365 and client, case-management or comparable recording systems	Essential
Experience of working directly within homelessness or inclusion-health services	Desirable
Experience of managing a commissioned or grant-funded service, including budgets, contractual targets or funder reporting	Desirable
Experience of supervising staff, volunteers or people in peer-support roles	Desirable
Demonstrable ability to review service performance and address performance or compliance issues	Essential
Current First Aid qualification	Desirable
Excellent written and verbal communication skills	Essential
Commitment to the core values of Providence Row and a passion for working with people impacted by homelessness	Essential
Competencies	
Good attention to detail, ensuring accuracy and precision in tasks and documentation	Essential
Able to work to deadlines and within defined standards	Essential
Proactive and able to obtain the information needed for the role, with a flexible and practical approach	Essential
Able to identify challenges and use initiative to implement effective solutions	Essential
Able to communicate and negotiate professionally and effectively with a range of internal and external stakeholders	Essential
Demonstrates emotional intelligence, understands the needs of others and recognises the impact of their behaviour on others	Essential
Takes time to understand difficulties without pre-judgement and with a view to overcoming them	Essential

Exercises the same degree of consideration and care for all those who come to Providence Row, whatever the reason	Essential
Welcomes and seeks to involve everybody, whatever their background, presenting issues, ethnicity, nationality or faith	Essential
Works with people, not for people, to enable them to realise their gifts, abilities and talents	Essential
Acts fairly and promotes justice within the organisation and in relation to the needs and rights of people who use our services	Essential
Accountable, trustworthy and dependable for their own performance	Essential