

Health Inclusion Manager

Job title: Health Inclusion Manager	Team: Learning and Training Service
Accountable to: Head of Learning & Training Services	Line managing: Volunteers & Peer Mentors
Salary: £41,175 Pension: Auto enrolment from day one into the People's Pension	Hours: 35 hours a week
Disclosure: Enhanced	Contract: Permanent

Job Purpose

The Health Inclusion Manager leads, coordinates and develops Providence Row's Health Inclusion Service, ensuring that people experiencing homelessness and multiple disadvantage can access high-quality, inclusive and appropriate health and wellbeing support.

The postholder will oversee the Health Hub, Health & Wellness Fairs and associated health partnerships, ensuring services are safe, effective, well coordinated and delivered in line with organisational priorities, funding requirements and the needs of people using the service.

Main Responsibilities

- Lead the planning, development and day-to-day delivery of Providence Row's Health Inclusion Service, including the Health Hub and Health & Wellness Fairs.
- Develop and manage effective partnerships with NHS, public health, local authority and voluntary sector providers, ensuring clear delivery arrangements and strong operational accountability.
- Maintain effective referral pathways and integrated working across Providence Row and external services so that people with unmet or complex health needs can access appropriate support.
- Ensure services are safe, inclusive and well governed, with clear safeguarding, risk management, information-sharing and clinical-boundary arrangements.
- Take responsibility for service performance, data quality, monitoring and reporting, using evidence and feedback to address gaps and improve outcomes.

1. Service Leadership and Delivery

- Lead the planning, development and delivery of Providence Row's Health Inclusion Service, setting clear priorities and reviewing progress regularly with the Head of Learning & Training Services.
- Oversee the day-to-day delivery of the Health Hub, Health & Wellness Fairs and associated health activities, including partner coordination, facilities, communications and client access.
- Ensure provision is responsive to the needs of people experiencing homelessness and multiple disadvantage, promoting 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 disruption or reduced capacity.
- Contribute to wider organisational planning, service development and relevant funding proposals

2. Partnerships, Referral Pathways and Integrated Working

- Act as the principal operational contact for health partners, building effective relationships across NHS, local authority, public health, voluntary and community services.
- Establish and review clear partnership arrangements covering roles, delivery expectations, safeguarding, information sharing, data requirements and escalation routes.
- Monitor partner performance and address concerns about delivery, communication or service quality promptly, agreeing improvement actions where required.
- Develop and maintain clear referral pathways, ensuring staff understand access routes and that referrals are recorded, followed up and closed appropriately.
- Coordinate service responses to identified health needs, gaps or emerging trends, working with internal teams and external partners to strengthen access to appropriate support.
- Represent Providence Row in relevant forums and develop new partnerships where these address gaps in provision.

3. Safeguarding, Clinical Governance and Information Management

- 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, escalating concerns about quality, conduct or safety through agreed procedures.
- Ensure health information is recorded, stored and shared lawfully, with appropriate arrangements for confidentiality, consent, data protection, information sharing and the safe management of clinical or hazardous waste.

4. Performance, Quality and Client Involvement

- Ensure complete, accurate and timely recording of Health Inclusion activity, including partner data, and produce reliable reports for funders, commissioners and internal stakeholders within agreed deadlines.
- Monitor performance against agreed targets, KPIs and contractual requirements, identifying data-quality issues, delivery risks and performance gaps early and implementing appropriate recovery or improvement actions.
- Analyse service data, outcomes and feedback to identify unmet need and improvement opportunities, using accessible methods to involve people with lived experience in reviewing and shaping provision.
- Ensure services are inclusive, trauma-informed and responsive to different needs.
- Challenge barriers, discrimination and exclusion that restrict access to healthcare.

5. People, Resources and Service Infrastructure

- Provide effective line management and support to volunteers and Peer Mentors, with clear roles, supervision, training and professional boundaries.
- Work with the Volunteering Team to develop safe, meaningful opportunities and address performance, conduct or wellbeing concerns appropriately.
- Manage the Health Inclusion budget, monitoring expenditure, using resources effectively and escalating emerging pressures.
- Ensure appropriate equipment, materials and safe, clean, fit-for-purpose consultation spaces are available for service delivery.
- Contribute to budget planning, funding applications and resource development, ensuring partners understand their responsibilities for equipment, supplies and specialist waste.

6. Organisational and Professional Responsibilities

- Work in accordance with Providence Row's values, policies, procedures and professional standards.
- Contribute to the objectives of the Learning & Training Services team and wider organisation.
- Work occasional evenings or weekends where required.
- Undertake other duties appropriate to the scope and grade of the role.

Person Specification

Experience of coordinating or managing health, wellbeing or comparable support services, including planning delivery, managing competing priorities and responding to operational problems.	Essential
A strong track record of building effective working relationships with external providers and coordinating delivery across organisational and professional boundaries.	Essential
A sound understanding of the health inequalities and barriers to healthcare experienced by people facing homelessness, multiple disadvantage or exclusion.	Essential
Experience of maintaining reliable service data, monitoring performance and producing clear, accurate reports within agreed deadlines.	Essential
Experience of responding appropriately to safeguarding, health or welfare concerns, supported by an understanding of confidentiality, consent, information sharing and professional boundaries.	Essential
The ability to communicate clearly with people using services, colleagues and external partners, including addressing concerns and challenging poor practice constructively.	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 Microsoft Office and client, case-management or comparable recording systems.	Essential
Demonstrates a clear commitment to Providence Row's values of compassion, respect, inclusiveness, empowerment and justice, including understanding difficulties without judgement, treating people with equal care, involving people regardless of background or circumstance, working with people to build on their strengths, and acting fairly in support of their rights and needs.	Essential
Experience of working directly within	Desirable

homelessness or inclusion-health services.	
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
Experience of involving people with lived experience in service design, delivery or evaluation.	Desirable
Knowledge of health and homelessness services in East London.	Desirable
A current First Aid qualification.	Desirable

Additional Requirements

- Willingness to complete training relevant to the role.
- Availability to work occasional evenings or weekends where required