

JOB DESCRIPTION – Homeless Health Link Manager (Fixed-term contract to March 2026)

Reporting to: Director of Operations

Salary: £39,287.00

Location: Twickenham, London

Hours: Full time, 37.5hrs, Monday - Friday

ABOUT US

We are SPEAR, a charity dedicated to helping homeless people across five South West London boroughs to find secure accommodation and work towards a positive future. For almost 35 years, we've worked tirelessly to support homeless people to recover from their personal issues and break down the barriers that they face. We recognise that homelessness is much more than just a housing issue, so we provide a range of accommodation and support services to help people reach their full potential.

PURPOSE OF JOB

This role will be responsible for delivering high-quality services offered by the Homeless Health Link Service, focusing on engaging homeless clients, including rough sleepers, in a range of primary care, mental health, and substance misuse services. This post is required to undertake high-quality case work and assessments of individuals with complex needs, including challenging mental and physical health needs.

The role will be responsible for processing referrals into the service from a range of sources across the boroughs and act as an entry point into the service and work closely and proactively with local authorities, statutory and non-statutory Health and housing services to improve pathways for homeless clients accessing physical and mental health services.

This role will be responsible for the strategic promotion of the services across the boroughs, engaging with a range of supported housing and homelessness service providers to source referrals into the services. The role will also be responsible for the liaison and communication of case management across any providers engaged with the service.

This service is for single homeless people who have slept rough or at risk of sleeping rough across SPEAR's boroughs of operation.

DUTIES

1. Service Delivery

- Be the lead for the service, developing relationships and links with NHS Integrated Care Boards, local authorities, substance misuse services, mental health trusts and other stakeholder services across the specified boroughs.
- To ensure staff carry out comprehensive assessments of people referred into the service, developing engagement plans for those clients with complex mental health needs. This duty will include: conducting client risk assessments at point of entry into the service and ensuring risk plans are regularly reviewed.
- Deliver effective homeless health link assessment and support services by sourcing a range of specialist health services across the partnership and developing relationships with those providers.
- To build and maintain positive relationships with local homelessness and supported housing services as well as local authority providers and funding partners.
- To ensure the service provides, as appropriate, client advocacy for those service users experiencing difficulties. Engaging with service providers and local authorities as appropriate.

2. Resource Management

- To provide leadership to the team, line managing/supervising staff to ensure effective service delivery.
- Create, manage, and lead the development of effective professional relationships, promoting the service across the specified boroughs. Developing excellent relationships with local authority staff, housing providers, physical and mental health providers and any other external agencies.
- Maintain a working knowledge of available resources for clients, signposting and referring as necessary.

3. Casework Management

- Lead on regular case reviews for all clients across the service – working with partner agencies and other SPEAR services to effectively communicate updates on clients and any progress or issues.
- Ensure appropriate recording of all data; including incidents, client notes, Safeguarding alerts, and risk assessment for the client cohort.
- Work with clients seeking support, by developing a holistic approach to care planning and working in collaboration with other services to assess their needs and identify and work towards individual goals, ensuring an integrated approach towards support.
- Be responsible for auditing case management systems and ensuring that accurate information is stored and maintained on the InForm database for performance management and quality assurance purposes.
- Ensure that staff complete the required data entry onto the CHAIN (rough sleeper) database and ensure that other records of work undertaken are reported effectively on CHAIN .

4. Organisational Responsibilities

- Contribute to the generation of effective contractual business relationships with Grant funders and Health partners, delivering objectives against the relevant KPIs.
- Contribute to regular team meetings, away days and staff meetings.
- Participate in staff management and support systems in line with SPEAR's policies and procedures, ensuring regular attendance at line management meetings.
- Maintain a safe and appropriate physical environment for staff and service users, in line with SPEAR's Health and Safety Policy.
- Liaise and work with all internal stakeholders to deliver an effective SPEAR wide service.
- Undertake other duties as your line manager should require, in keeping with the responsibility of the post.

KNOWLEDGE, SKILLS & RESPONSIBILITIES

At SPEAR, we welcome and encourage applications from everyone, regardless of age, disability, gender, ethnicity, religion and sexual orientation. We are facing diverse problems, so need diverse people to tackle them.

- Extensive experience of line managing and supervising a staff team within either the homelessness, substance misuse or mental health sector.
- Ability to produce reports for the service, with particular focus on performance reports for commissioners/funders.
- Experience of working towards contractual targets and ability to manage service performance to meet targets and objectives.
- Experience working with homeless people or rough sleepers, including key working, care planning and joint working with statutory agencies, with a particular focus on mental health and substance misuse services.

- Experience of supporting people to address their needs by the use of comprehensive assessment and case management and an understanding of involving the person in their own care, taking a person-centred approach.
- Experience of working to psychological informed approach: IAPT, Motivational interviewing etc.
- To have a good knowledge of substance misuse and/or Mental health services and the range of services and treatment available for homeless people.
- A knowledge and awareness of homeless outreach services and practices to engage with rough sleepers.
- Understanding of the causes of homelessness and the pathways out of homelessness.
- Experience of working with clients who may display challenging behaviour and complex needs.
- A thorough knowledge of appropriate legislation, for mental health and homelessness including welfare benefits and housing law.
- An ability to represent SPEAR appropriately at all times, work professionally with external agencies and to promote a service to a wide range of audiences.
- Excellent administrative, recording and reporting skills that are suitable for case management of clients.
- Good IT skills, including competence with databases, word processing, spreadsheets, and email, and the ability to learn how to use new IT applications.
- An understanding of and commitment to confidentiality and professional boundaries.
- An understanding of equal opportunities and how it can be applied within SPEAR.
- An understanding of Health and Safety and an ability to manage the associated requirements practically and professionally. This role will include lone working and some out of hours work, the post holder will be required to assess and mitigate risk for these requirements.
- Effective time and workload management.
- Experience working within the NHS would be desirable.

VALUES

Working together

We work alongside service users, partners, staff and volunteers to provide services that meet the needs of the people we help. Together we overcome challenges.

Aspirational

We aim high, aspiring to achieve the very best outcomes for our clients. We see potential in everyone and encourage our staff and clients to achieve their own goals, dreams and ambitions. We aspire to the highest standards of professionalism.

Respectful

We respect everyone, regardless of their background or circumstances. We view everyone as an individual with their own personal journey. We always listen to and value people's views.

Determined

We work tirelessly to support people experiencing homelessness to recover from their personal issues.
We break down the barriers people experiencing homelessness face.

Visionary

We try new and innovative ways to provide long-term solutions and reduce the isolation of homelessness.
We are always willing to take a new approach, learning from what works (and what doesn't) and use this to guide our work.