



## JOB DESCRIPTION – Homeless Health Link Worker

<b>Job Title</b>	Homeless Health Link Worker
<b>Reporting to</b>	Homeless Health Link Manager
<b>Salary</b>	£31,771 per annum
<b>Base Location</b>	<ul style="list-style-type: none"><li>- Minimum 3 days per week in Twickenham (TW1) office.</li><li>- Regular travel to Richmond, Wandsworth and Kingston boroughs.</li><li>- Occasional travel to Croydon, Sutton and Merton boroughs.</li></ul>
<b>Hours</b>	Full-time, 37.5hrs per week on average, Monday to Friday

### ABOUT US

We are SPEAR, a charity working tirelessly to end homelessness across South West London and beyond. We believe homelessness should be rare, brief, and non-recurring, and we work every day to make that a reality.

Our services include street outreach, assessment hubs, supported accommodation, and tenancy support, helping people move off the streets and into safe, secure housing. We take a person-centred, trauma informed approach, building trust and supporting people to achieve long-term stability and independence.

We are also committed to supporting our staff. At SPEAR, you'll be part of a passionate, skilled, and diverse team, with opportunities for training, progression, and well-being support. Together, we are building stronger communities where everyone has a place to call home.

### PURPOSE OF JOB

In this role, you will build meaningful relationships with some of the most vulnerable people in our communities, connecting them with the primary care, mental health, and substance misuse support they need and deserve. You will work closely with a wide range of partners — including homelessness service providers, local authorities, healthcare and wellbeing organisations.

You will carry a varied caseload, conduct in-depth assessments, and work creatively to navigate complex and challenging behaviours and support clients to engage with services.

### SERVICE DELIVERY

- Take responsibility for the effective day-to-day delivery of the Homeless Health Link Service, working core hours with flexibility to support clients outside of these when required.



- Ensure smooth referral pathways into the service from SPEAR schemes and external agencies, delivering a needs-led service in line with SPEAR's policies and procedures.
- Conduct thorough risk assessments at the point of entry into the service and ensure risk plans are regularly reviewed.
- Maintain up-to-date knowledge of available local resources, signposting and referring clients as appropriate.
- Contribute to the planning and delivery of Health Days and community drop 'in's across SPEAR's boroughs, promoting and organising events for clients, and the wider community.
- Provide cover and support for colleagues when required to ensure continuity of the service.
- Source specialist health services and develop strong working relationships with those providers to deliver effective assessments and support.
- Advocating for clients where appropriate, engaging with service providers and local authorities on behalf of those experiencing difficulties.
- Work collaboratively with volunteers attached to the Health Link Service.
- Ability to lone work safely, with the skills to assess and mitigate risk accordingly.

### **CASEWORK MANAGEMENT**

- Provide advice, support, motivation, crisis intervention, and future planning tailored to each client's individual needs.
- Lead regular case reviews, working with partner agencies and SPEAR services to share updates and address any issues.
- Support colleagues within the HHLS team with cases as and when needed.
- Develop holistic, person-centred support plans in collaboration with clients and other services, identifying and working towards individual goals.
- Build positive, trusting relationships with clients to achieve the best possible outcomes and address social isolation and exclusion.
- Manage an agreed caseload, ensuring accurate and up-to-date records are maintained on the database.
- Complete required data entry onto the CHAIN rough sleeper database and ensure all records are accurately reported.

### **GENERAL RESPONSIBILITIES**

- Contribute to regular team meetings, away days, and staff meetings.
- Maintain a safe and appropriate physical environment for staff and service users, in line with SPEAR's Health and Safety Policy.
- Undertake other duties as your line manager should require in keeping with the responsibility of the post.
- Commitment to equality, diversity, and inclusion in all aspects of work.
- Commitment to data protection and confidentiality, ensuring compliance with GDPR, the Data Protection Act 2018, and SPEAR guidelines.
- Commitment to identifying, reporting, and escalating safeguarding concerns in line with SPEAR's Safeguarding policy.



- Commitment to ongoing training and professional development, including refresher and joint training.

### **ESSENTIAL KNOWLEDGE, SKILLS & EXPERIENCE**

- Experience of working with vulnerable adults, ideally those experiencing homelessness or multiple disadvantages.
- Strong understanding of safeguarding, risk assessment, and trauma-informed approaches.
- Excellent communication and interpersonal skills, with the ability to build trust and engage with hard-to-reach groups.
- Proficiency in IT, including case management systems, Microsoft Office, and secure communication tools.
- Strong organisational skills, with accuracy in recording and reporting data.
- Creative, solution-focused approach to overcoming challenges.
- Emotional resilience to deal with challenging behaviour and maintain constructive engagement.
- An understanding of and commitment to maintaining confidentiality and professional boundaries.

### **DESIRABLE KNOWLEDGE, SKILLS & EXPERIENCE**

- A knowledge of homelessness outreach services.
- Knowledge of current drug and alcohol provision, services, and pathways.
- Experience of Motivational Interviewing techniques or similar person-centred approaches.
- Experience using case management systems (CHAIN, InForm, or similar).
- Experience working in partnership with local authorities and external agencies.
- First aid or de-escalation training.

### **SPEAR ORGANISATIONAL VALUES**

<b>Collaborative</b>	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.
<b>Aspirational</b>	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.
<b>Respectful</b>	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.



<b>Determined</b>	We work tirelessly to support people experiencing homelessness to recover from their personal issues. We break down the barriers people experiencing homelessness face.
<b>Visionary</b>	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.