



Everyone deserves  
a safe place to  
call home.

Company Limited by Guarantee number 1741926  
Charity Number 287779  
Registered in England as Single Homeless Project



Single  
Homeless  
Project

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<b>Job title:</b>	Specialist Health Lead
<b>Delegated Authority:</b>	Level 5
<b>Team:</b>	The Health Team
<b>Responsible to:</b>	Service Manager
<b>Responsible for:</b>	N/A

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## Job purpose



The role involves implementing the health strategy of Single Homeless Project (SHP) within our Camden services and the broader community. This includes collaborating with SHP hostels to assess health needs, identify service gaps, and explore innovative approaches. Alongside this develop strong relationships with local organizations and healthcare providers to enhance access to health services for individuals experiencing homelessness. Leverage existing and new partnerships to introduce effective healthcare strategies within Camden hostels and local health services.

Build trustful relationships with clients to deliver comprehensive support and care, especially for those with underlying health issues. Assist clients in understanding and accessing necessary healthcare services and encourage their ongoing engagement in treatment.

Conduct health screenings and create individual health profiles for residents, ensuring they receive appropriate treatments and are referred to the right services, such as community mental health programs.

Monitor the program's effectiveness by tracking client engagement, attendance, progress, and outcomes. Advocate for the health needs of individuals and identify recurring systemic barriers that hinder access to healthcare for clients.

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## Key accountabilities

### Programme Delivery

- To deliver and promote our internal health approach within our hostels and the local community. Including establishing the Health Lead role within our services and partner health services, capturing data, creating rapport with patients and teams, and providing a next step plan.
- To organise and support patients in accessing the care and support they need and to engage with treatment and appointments. Including the completion of referrals to health and social providers. i.e. Housing, GPs, substance misuse, mental health.
- To hold a case load of patients, complete screenings and create a basic profile and needs assessment that can be shared internally and with partner organisations.
- To maintain open and continuous communication with clients and staff to help develop engagement and overcome obstacles to accessing necessary support around health.
- To work with the health team within SHP services to ensure data capturing is effective and reports are accurate.
- To work with patients on a 1-2-1 basis to provide them with the skills needed to continue positive engagement with primary health care and manage their own health needs.
- To support the health care teams where working with SHP clients. Including training needs, Multidisciplinary team meetings, case reviews, and the promotion of psychologically informed ways of working with those experiencing homelessness.
- To work collaboratively with service users, ensuring client voice is at the heart of new approaches and care being delivered.

### Information Management

- To record clients, progress and any data required to evaluate impact and outcomes.
- To establish sharing consent between the Health Leads, clients and external services involved in care.
- To develop and introduce service level agreements, terms of reference and referral forms.
- To support and lead on localised developments and introductions of new ways of working.
- To ensure all information is recorded, stored, and shared using secure platforms and in line with GDPR.

### Financial Management

- To be responsible for the management of allocated service budget.

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- To appropriately document and record expenditure in line with SHPs policies and use of systems. Health and Safety and Risk Management.

## **Health & Safety and Risk Management**

- To ensure that all Health-related activities are delivered in accordance with SHP's Health and safety and safeguarding policies in respect of client and staff safety.
- To provide comprehensive handover of risks to other professionals involved with the client.
- To support the Service manager and Health team in evaluating current training provisions and developing and delivering new health training.
- To contribute to risk assessments, management plans and safeguarding alerts, both internally and externally where needed.

## **Teamwork**

- To support team members, including staff, volunteers, and peer mentors.
- To utilise case consultations to signpost staff and clients to support, services and referrals available to meet the client's physical health needs.
- To feedback or raise any concerns related with the services managers.
- To engage in team meetings and reflective practice and suggest any changes or improvements to the Health Programme to help its development.
- To engage in SHP Health team meetings and away days and suggest any changes or improvement to help improve health within the services.
- To work within the Camden Hostel teams and alongside management to ensure pressing needs are met and effective delivery.

## **Evaluation and impact**

- To be responsible for data recording of inputs, outputs, and outcomes relating to each client and their case.
- To comply with SHPs data recording policy and ensure all recording is up to date.
- To support SHP to develop evaluations and reports to evidence the need and improvements achieved through the new approach to homeless health and care.
- To utilise reports and data to identify health needs and gaps in provisions. To suggest any changes or improvements to recording systems to better capture health outcomes.

## **Co-production**

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- To support individuals to work towards gaining greater independence through participation, at service and organisations level and within the wider community.
  - To work in partnership with experts by experience to embed the insights of people with lived experience into the design and delivery of local health systems.
  - To use evidence from the programme to address the barriers/service gaps.

### **Partnership working**

- To work in partnership with other relevant agencies and clients to ensure that needs are assessed and are met, in a co-created manner.
- To take a proactive approach to building effective working relationships with professionals from the relevant services.
- To work in partnership with SHP and NHS trust staff including the service manager, Team manager and other peers.
- To establish professional working relationships with local health providers and organisations.

### **Miscellaneous**

- SHP is at discretion to amend your responsibilities and, in addition to these, you may be required to perform other duties as may be required for the efficient running of the organisation.
- To create inclusive working environments and cultures to enable colleagues and clients to feel safe and empowered to achieve their full potential.

# Technical and professional know-how needed for position

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When completing your application, you will be required to address (using examples) some of the points below

## Experience and Knowledge

- **Person-Centred Support Approach:** Ability to create collaborative support plans, build rapport, and foster collaboration with residents.
- **Health and Safety Compliance:** Knowledge of regulations and protocols, ensuring adherence to health and safety standards.
- **Record Keeping and Reporting:** Proficient in maintaining accurate records and preparing reports while adhering to confidentiality protocols.
- **Policy and Procedure Adherence:** Understanding and adherence to relevant policies and procedures in supported accommodation services.
- **Continuous Learning and Improvement:** Commitment to ongoing training, participation in reflective practice, and contributing to service improvement initiatives.

## Skills and Abilities

- **Case Management and Assessment Skills:** Proficiency in managing caseloads, conducting assessments, and analysing data to identify resident needs.
- **Interdisciplinary Collaboration:** Strong communication and coordination skills to work with professionals from various disciplines.
- **Analytical and strategic thinking:** Strong analytical and thinking skills to utilise data and outcomes to plan and shape a project or service delivery.
- **Creative thinking:** Able to think creatively and problem solve when it comes to addressing service and system level barriers.