

Job Description

Inclusion Health Link Worker, Hospital Inreach Service

Full time – 37 hours per week

For over 50 years, Cyrenians has tackled the causes and consequences of homelessness. We understand that there are many routes into homelessness. And that there is no 'one size fits all' approach to supporting people towards more positive and stable futures.

Our mission is to tackle the causes and consequences of homelessness through learning from lived experience; by delivering targeted services which focus on prevention, early intervention and support into a home; and by influencing changes in legislation and policy.

Our way of working is built on four core values, which are at the heart of all our work and decisions:

Compassion Respect Integrity Innovation

[Read more about us and our values](#)

1 General

Those who are homeless experience some of the worst health outcomes possible, with significant numbers experiencing serious health conditions and high rates of early morbidity.

Evidence shows that offering a holistic, integrated approach to the multiple and complex social, physical, and mental health issues experienced by people who are chronic homeless is effective in reducing the number of days admitted to hospital, repeat admissions to hospital, and the frequency of A&E attendance.

The role of the Link Worker is to:

- Support the ongoing evaluation and development of this innovative model, with robust data collection and engagement with external research and development opportunities.
- Play a key role in liaison between NHS, housing and other community-based services with the view to ensuring that no one is discharged to accommodation which undermines their recovery.
- Provide case work support to individuals with a focus on developing a positive and trusted relationship, helping them identify the outcomes they want to see, and prioritise help in identifying and accessing housing.

The post holder will have an honorary contract with NHS Lothian which enables close working and information sharing with staff from the Royal Infirmary, Western General and Royal Edinburgh Hospital. This ensures early identification of patients who are homeless, support to patients

throughout their admission, contribution to a considered discharge planning process, and coordination of a package of care which includes access to accommodation, and support ongoing recovery and resilience to ultimately improve health outcomes.

2 Tasks and Responsibilities

Developing Relationships

- Act with integrity and build trusted relationships with those being supported
- Provide good quality, psychologically informed support
- Ensure those receiving support are at the centre of the assessment and support planning processes.

Connecting people to resources

- Demonstrable understanding of people's housing rights and how to access these
- Use your knowledge of housing options to advocate and access appropriate housing solutions
- Have a working knowledge of the welfare benefits system that you can use to advise people.
- Keep up to date with the community-based health and social care support opportunities that are available and share within the team and clinical colleagues.

Partnership working

- Build and maintain strong working relationships with key partners in health, housing and community support services
- Engage with hospital settings in a manner which is sensitive to the environment and its pressures
- Support the implementation of the service within its new hospital setting (Royal Edinburgh) by marketing and promotion, building relationships, and developing referral pathways and communication loops.
- Establish and maintain strong relationships with other practitioners within Cyrenians and our partner inclusion health colleagues

Leadership and Learning

- Provide opportunities for students from a range of clinical and other backgrounds to shadow, observe and learn
- Deliver workshops, agency visits and learning opportunities based on the work of the Inreach project
- Contribute to a public health approach to homelessness prevention by providing case studies, stories and learning from service delivery to a range of audiences

Measuring and valuing

- Ensure that work activity is appropriately recorded using Cyrenians monitoring systems
- Collect and report feedback from those using the service and other stakeholders

- Collect accurate data on the operation of the service and engage in formal evaluation of the service.
- Contribute to research and learning opportunities
- Contribute to further development of the model as a best practice in hospital discharge for people experiencing homelessness

Marketing and Communication

- Promote the service to hospital staff and wider stakeholders
- Represent the work of the partnership
- Participate in meetings and events as appropriate.

Other

- Participate in support and supervision with manager
- Engage in reflective practice
- Identify and participate in training and learning opportunities which support your role and further development
- Attend and participate in team meetings and organisational forums
- Comply with organisational policies and procedures.

3 Person Specification

Knowledge and Experience	
Experience of working with people experiencing complex social and emotional circumstances	Essential
Knowledge of both the causes and consequences of homelessness	Essential
Awareness of health inequalities and their impact upon people	Essential
Experience of successful partnership working	Essential
Excellent interpersonal skills and ability to establish relationships	Essential
Knowledge of homelessness services in Edinburgh	Essential
Ability to use systems to monitor progress and demonstrate impact	Essential
Understanding of trauma informed practice	Essential
Skills	
Proficient with basic IT tools and electronic communication	Essential
Good time management and able to work autonomously	Essential
Effective networking	Essential
Qualifications and training	
SSSC recognised professional and vocational qualifications	Desirable
Values and attributes	
Passionate about enabling vulnerable people to overcome problems and reach their potential	Essential
Creative and innovative problem solver	Essential
Commitment to quality assurance and high standards in service delivery	Essential

4 Terms & Conditions

<u>Employer:</u>	Cyrenians
<u>Line Manager:</u>	Hospital Inreach Service Manager
<u>Liaison with:</u>	Edinburgh Access Practice, NHS Lothian, Edinburgh University
<u>Workplace:</u>	Edinburgh
<u>Working Hours:</u>	Full time: 37 hours per week
<u>Annual Leave</u>	25 days plus 10 public holidays (pro rata)
<u>Salary:</u>	£28,759 to £31,595 per annum (scale points 25 to 28)
<u>Pension:</u>	Auto-enrolment into Qualifying Workplace Pension Scheme (QWPS) which is a Group Stakeholder Pension Scheme – current contributions being 5% employee and 3% employer. Option of enhanced Employer contributions to the same QWPS of 6% initially, rising to 9% after 2 years and 12% after 5 years (subject to employee contributions of 6%)
<u>Funding:</u>	Funded until 31 March 2027 in the first instance.
<u>Disclosure:</u>	PVG membership is required.

6 Application deadline and Interview dates

Closing date: Recruitment for this role opened on 19/09/2024. There is no set closing date. We will review applications as they are received and arrange to meet with candidates that we wish to take forward. We aim to respond to applicants within 5-7 days from receipt.

This vacancy will be closed once we have appointed.

Please refer to the Recruitment Information leaflet for further information on completing and submitting your application form.