

## Health Access & Outreach Coordinator

<b>Job title:</b> Health Access & Outreach Coordinator	<b>Team:</b> Learning and Training
<b>Accountable to:</b> Health Inclusion Manager	<b>Line managing:</b> Volunteers & Peer Mentors
<b>Salary:</b> £36,000 pro rata	<b>Hours:</b> 35 hours a week
<b>Disclosure:</b> Enhanced	<b>Contract:</b> 12 Month Fixed Term Contract

### Background

Providence Row has a long history of working with those affected by homelessness and vulnerably housed individuals in East London, offering an integrated service of crisis support, advice, substance use & alcohol support, and employment and training advice. Our aim is to ensure that people who are so often excluded from mainstream services gain the support and opportunities they need to create a safe, healthy, and sustainable life away from the streets.

### Health & Wellbeing Service

The service provides health-related activities and support, including access to wellbeing support, health advice, and treatment opportunities, all delivered with respect and dignity. A core feature of this work is the Health & Wellness Fairs, organised in partnership with community providers, offering crucial services like dental care screenings and vaccinations to reduce health inequalities and enhance accessible care for the community. The existing Health Hub provides essential interventions such as foot care, harm reduction, eye care, Hepatitis C & B support, sexual health, and rapid prescribing. Currently, while outreach efforts exist in the surrounding boroughs of Tower Hamlets, these are not yet led by Providence Row.

### Purpose of the Role

This new and exciting role will expand our health outreach beyond Tower Hamlets into neighbouring boroughs within the NHS North East London (NEL) area. The post holder will lead the development and coordination of a range of health and wellbeing initiatives, breaking down barriers to healthcare for homeless and vulnerably housed individuals. Key to this will be strengthening partnerships, improving service navigation, and supporting clients to access the right care at the right time, reducing reliance on crisis interventions.

By engaging rough sleepers at key locations, supporting continuity of care, and enhancing health literacy, the Health Access & Outreach Coordinator will play a pivotal role in ensuring that those who face systemic barriers—financial constraints, lack of awareness, and language difficulties—can access vital community health services. The role will also contribute to reducing A&E admissions by embedding preventative care measures and early intervention strategies across the region.

## Key Objectives & Responsibilities

### *Outreach & Engagement*

- Conduct weekly multi-borough outreach to extend the reach of our Health & Wellbeing services.
- Work closely with peer health mentors to foster trust and improve engagement with services and clients
- Develop awareness campaigns to inform communities about available health services.
- Establish cross-borough referral pathways to increase participation in quarterly Health & Wellness Fairs.

### *Service Navigation & Health Access*

- Support individuals with GP registration, mental health referrals, and substance misuse treatment.
- Address barriers such as immigration status and No Recourse to Public Funds (NRPF), ensuring equitable access to healthcare.
- Provide one-to-one casework, guiding clients through complex healthcare systems.

### *Multi-Agency Collaboration & Partnerships*

- Strengthen relationships with NHS providers, housing services, and harm reduction teams.
- Collaborate with hospitals and GP surgeries to improve primary care access.
- Align with Homeless Navigator Teams and Street Outreach Teams, using a case-navigation model to streamline support.

### *Data Collection, Reporting & Impact Measurement*

- Enhance use of Salesforce to track interventions and improve data quality.
- Collect case studies and service user feedback, ensuring that lived experiences shape service improvements.
- Ensure all interventions align with NHS impact priorities and demonstrate measurable outcomes.
- Meet contract KPI targets

### *Compliance, Safeguarding & Health & Safety*

- Ensure adherence to NHS safeguarding frameworks and local authority policies.
- Provide staff training on trauma-informed care, harm reduction, and mental health first aid.
- Support data-sharing agreements to enable seamless service coordination.
- Collaborate with facilities to maintain the Health Hub to the highest standards of cleanliness and safety.
- Coordinate with partners to manage hazardous material disposal and brief visiting partners on safety protocols.

## Other Duties

- Support the Head of Learning and Training Services, Director of Services and Health Inclusion Manager with additional relevant tasks as required.
- Attend evening and weekend meetings/events as needed.
- Work in accordance with the Charity's values, guiding principles, policies, and procedures.

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## Person Specification

### Knowledge and Experience

<b>Knowledge and Experience</b>	Essential / Desirable
The ability to develop and maintain effective working relationships with team members and other professionals, in order to deliver the best possible service.	Essential
Experience of working within or alongside primary care services to achieve positive health outcomes for vulnerable groups	Desirable
Experience of managing challenging behaviour in an assertive, positive and supportive way	Desirable
Experience in managing health & safety and facilities in a similar environment	Desirable
Knowledge of the issues facing those who experience homelessness and the legislation to support this	Desirable
Understanding and experience of working within professional boundaries	Essential
Hold a current first aid certificate or be willing to undergo first aid training and other necessary training as appropriate to the role.	Essential
The ability to interrogate computerised records, enter relevant data and produce reports and statistics when required.	Desirable
Strong organisational skills and the ability to work autonomously with some guidance from relevant managers.	Essential
The ability to plan, monitor and evaluate work, providing accurate information for colleagues and reflecting on results.	Essential
Excellent IT skills	Essential
Excellent verbal and written communication skills	Essential
Ability to work outside of normal office hours on occasion	Essential
<b>Competencies</b>	
Takes the time to understand difficulties without pre-judgement and with a view to overcoming them (Compassion)	Essential
Exercises the same degree of consideration and care for all those who come to Providence Row, whatever the reason (Respect)	Essential
Welcomes and seeks to involve everybody, whatever their background, presenting issues, ethnicity, nationality or faith (Inclusiveness)	Essential
Works <i>with</i> people, not <i>for</i> people, to enable them to realise their gifts, abilities and talents (Empowerment)	Essential
Acts fairly and promotes justice within the organisation and in relation to the needs and rights of people who use our services (Justice)	Essential
Is able to communicate, negotiate and influence appropriately with a range of stakeholders	Essential
Demonstrates emotional intelligence, understands the needs of others and recognises the impact of their behaviour on others	Essential
Is accountable for the performance of the organisation, their team and their own performance (trustworthy, dependable & inspires confidence)	Essential

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Is proactive and takes the initiative to gain the information needed for the role, with a flexible and “can do” attitude	Essential
Is emotionally resilient, self-aware and reflective.	Essential

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The information provided in this Job Description outlines the expectations of the post holder. It is not intended to be prescriptive in every detail and may evolve in response to organisational needs.