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## JOB DESCRIPTION

<b>JOB TITLE:</b>	Homeless Healthcare Co-ordinator – 6-month pilot, secondment or temporary contract
<b>PAY:</b>	£32,073 - £39,043 pa NHS B5
<b>HOURS:</b>	37.5 hours a week
<b>DEPARTMENT:</b>	Nursing team
<b>LOCATION:</b>	Inclusion GP practice, at <b>Charles Berry House</b> , 45 East Bond Street, Leicester
<b>REPORTS TO:</b>	Homeless Engagement Practitioner
<b>ACCOUNTABLE TO:</b>	Director of Nursing & Specialist Services / Executive Team

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### JOB PURPOSE

This role is offered as part of 6-month pilot funded jointly by UHL and Leicester City Council Public health to test out new approaches to the engagement of Leicester City's homeless population in effective health care interventions. The post holder will be part of the Inclusion Healthcare / University of Leicester Hospitals partnership High Frequency User & Homeless Health team.

The aim of the pilot is to improve both the health & social outcomes of individuals experiencing homeless in Leicester City with a focus on:

- People who are homeless, rough sleeping or are at risk of homelessness and
- Have either acute or chronic unmet health needs
- People who use drugs and/or alcohol (whether they currently use treatment/recovery services or not) and/or
- People experiencing multiple disadvantage including homelessness, poly drug use, mental health and physical disabilities, learning disabilities and autism.
- Individuals not engaging or have low levels of engagement in primary care services.
- High Frequency Users of the Leicester Royal Infirmary Emergency Department & EMAS

Providing proactive, compassionate, and efficient intensive support & coordination of patient care across Inclusion primary healthcare services, UHL, LPT, LCC & other statutory & voluntary sector partnership services. Ensuring individuals who are experiencing homelessness with complex health & social care needs- receive timely, appropriate, and person-centred support.

Working directly with patients and through liaison with health and social care partners the post holder will facilitate assertive engagement and case management of individuals experiencing both acute and chronic

ill health, social exclusion & multiple disadvantages. The post holder will work to improve communication & care across multiple domains assisting to develop innovative care pathways which improve access, and empower patients to manage their health and wellbeing.

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### **KEY WORKING RELATIONSHIPS:**

- Patients
  - Inclusion Practice staff
  - Leicester City Primary Care Providers
  - University Hospitals of Leicester
  - Leicestershire Partnership Trust
  - Leicester City Council
  - Local Accommodation providers e.g., Action Homeless, Housing network
  - Leicestershire Constabulary
  - EMAS
  - Drug & Alcohol Services e.g., Turning Point
  - Charity Organisations e.g., Help the Homeless, Dear Albert, The Bridge
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### **KEY DUTIES AND RESPONSIBILITIES**

#### **Patient Coordination and Support**

- Co-ordinate and navigate care for patients who are homeless, working across the health and social care system, advocating for patients to make the right connections, with the right teams at the right time.
- Liaise with agencies and partnership staff to increase patient engagement with health care and social priorities.
- support individual patients who need to access the Emergency Department at the LRI to effectively access, stay and complete clinical assessment & receive treatment of the presenting problem.
- To support those individuals with high frequency use of the Emergency Department, to reduce their use through improving access to wider support services including, Housing, ASC, substance use treatment & recovery services, & voluntary sector provision available within the local area.
- To support those individuals in scope of the pilot and are admitted into UHL for inpatient treatment to stay on the designated ward until medically fit for discharge.
- Work with UHL booking team to reduce Did not attend outpatient appointments
- Support relevant patients to access appropriate primary care services at earliest opportunity to reduce the demand on the acute sector.
- Build working relationships across statutory & voluntary sector partnership services including UHL, ASC, LCC, LPT, Help the Homeless, The Bridge, Dear Albert etc
- Undertake home visits, assertive outreach and other community-based interventions as required including supporting nurse led clinics in the community.
- Coordinate patient care between primary, secondary, and community services.
- Provide compassionate, trauma-informed support to patients, ensuring they understand and can access appropriate care.
- Help patients navigate the healthcare system, overcoming barriers such as language, literacy, social or digital exclusion.
- Ensure accurate, timely updating of patient records, care plans, and communication logs in SystemOne.
- Participate in multidisciplinary team meetings, sharing updates and supporting integrated care.

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- Timely and supportive formal referral or signposting to other appropriate services & interventions.

### **Administration and Practice Support**

- Champion up to date patient contact information in SystemOne records.
- Gather appropriate data that evidences the effectiveness of the pilot.
- Prepare documentation for meetings, audits, or case reviews.
- Respond to administrative queries from patients and healthcare professionals.
- Assist with data collection, QOF, IIF, and other enhanced service monitoring and reporting.
- Ability to obtain and document informed consent (either verbal or written).
- Support the creation of pilot information & communications.
- Ability to contribute to anonymised case studies and project reports demonstrating impact

### **Communication and Collaboration**

- Build effective relationships internally with Inclusions Clinical & administrative teams as well as externally with whole system partners.
- Use trauma informed communication to help those struggling to engage.
- Act as a key point of contact for patients and external agencies involved in care.
- Build effective working relationships with multidisciplinary teams across Inclusion Healthcare.
- Promote a culture of openness, compassion, and respect in all patient interactions.

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### **STAFF AND TRAINING**

- Complete all mandatory and role-specific training within agreed timeframes (e.g. safeguarding, confidentiality, equality, data protection).
- Participate in continuing professional development and identify training needs through annual appraisal.
- Keep up to date with best practice in care coordination, inclusion health, and patient-centred care.

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### **SYSTEMS AND EQUIPMENT**

- Competent use of IT systems including SystemOne, Office 365, AccuRx, and digital communication tools.
- Maintain accurate, secure, and confidential records in line with GDPR and organisational policy.

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### **SAFEGUARDING RESPONSIBILITIES**

- Attend mandatory safeguarding training for children and adults.
- Follow safeguarding policies and report any concerns promptly to the Safeguarding Lead.
- Maintain professional curiosity and awareness of the safeguarding needs of vulnerable adults and children.

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### **INFECTION CONTROL**

- Follow all infection prevention and control policies and procedures.
- Support infection control initiatives through awareness, signposting, and promoting good practice.

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### **RISK MANAGEMENT / HEALTH & SAFETY**

- Comply with the Health & Safety at Work Act 1974 and Inclusion Healthcare safety procedures.
- Report hazards, near misses, and incidents promptly.
- Maintain a safe working environment for patients, staff, and visitors.

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### **SMOKING AT WORK**

Inclusion Healthcare operates a non-smoking policy. Smoking is not permitted on premises or during working hours when representing the organisation.

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### **POLICIES AND PROCEDURES**

- Adhere to all professional standards, policies & procedures which are accessible via Practice Index or through your Manager/HR.
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### **WORK ENVIRONMENT & FLEXIBILITY**

- Based primarily at Charles Berry House but will be required to work extensively across the health system including all UHL sites, homeless day services and within the community.
  - Flexibility required to support service needs, including occasional out-of-hours meetings or community visits.
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### **REVIEW OF THIS JOB DESCRIPTION**

This job description is intended as an outline indicator of general areas of activity and will be reviewed considering changing service needs to ensure it continues to meet the needs of our patients and organisation.

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### **DIGNITY AT WORK STATEMENT**

Inclusion Healthcare is committed to treating all staff with dignity and respect. You are responsible for behaving in a way that aligns with our Equality and Diversity Policy. This includes avoiding unfair discrimination and maintaining an inclusive, supportive workplace.

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### **PRE-EMPLOYMENT CHECKS**

- This role is subject to a satisfactory Disclosure and Barring Service check.
- Right to work in the UK must be confirmed prior to employment.
- References will be requested and must be satisfactory.

**PERSON SPECIFICATION**

<b>JOB TITLE:</b> Homeless Healthcare Intensive Support Worker		
<b>DEPARTMENT:</b> Nursing Team		<b>PAY RATE</b> £32,073 - £39,043 pa
<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>
Qualifications / Training	GCSE grade A–C in English and Maths or equivalent	Professional qualification in nursing, social work, occupational therapy, substance misuse or a related field.
Experience	<p>Experience of working within healthcare, substance use treatment services, Inclusion health, or other services that serve those experiencing Homelessness.</p> <p>Experience of case managing hard to reach or hard to engage populations</p> <p>Experience in undertaking risk assessments and risk management.</p> <p>Experience of working collaboratively with statutory, voluntary and community sector partners.</p> <p>Experience of assessing need and developing individualised support plans</p>	Experience of working with individuals who demonstrate behaviours that challenge.
Skills / Knowledge	<p>Excellent communication (aural, verbal &amp; written), strong IT skills, time management, teamwork, confidentiality.</p> <p>Ability to treat patients with respect and dignity, adopting a culturally sensitive approach that considers the whole person.</p> <p>Ability to build effective relationships with warmth, empathy &amp; trauma informed practice.</p> <p>Knowledge of mental health conditions &amp; dual diagnosis, with an understanding of trauma informed and recovery-oriented approaches to supporting individuals with complex needs</p> <p>Understanding of safeguarding legislation and procedures for adults at risk</p>	<p>Understanding of NHS IT systems (e.g. SystemOne)</p> <p>Understands the importance of robust data and outcome recording.</p> <p>knowledge of local community services &amp; healthcare system</p>
Personal Attributes	<p>Proactive, motivated &amp; forward thinking</p> <p>Compassionate, reliable, patient-centred, adaptable, maintains confidentiality.</p>	Passionate about Inclusion Health, cultural competence, and reducing health inequalities

	Ability to work under own initiative as well as part of team	
Other	Clean driver's license and appropriate insurance for work related use of own car	

<b>JOB HOLDER</b>	<b>SIGNATURE</b>
	<b>DATE</b>
<b>MANAGER</b>	<b>SIGNATURE</b>
	<b>DATE</b>

October 2025