

JOB DESCRIPTION

Job Details	
Job Title:	Homelessness Link Worker – 12 month fixed term contract
Band:	5
Department:	Family Support Team
Directorate:	Patient and Family Services Directorate
Reporting to:	Jo Aubrey-Boyles
Responsible for:	No direct reports
Location	Winsley is the main base but this role is expected to work with and across our community

Job Summary / Main Purpose:

We are looking to recruit an enthusiastic and confident individual with community development experience to work with partners in B&NES, Wiltshire and Somerset to understand the palliative and end of life care and bereavement needs of people who are homeless and how best to address these needs.

The post holder will work with service users and multi-agency partners, whose remit is to support people experiencing homelessness, to understand how Dorothy House Hospice as a community can contribute to the future model of end of life care support for people experiencing homelessness

The post holder will work collaboratively across geographical boundaries with hospice partners and scope the end of life care educational offer to support partners working with the homeless community.

The post holder will not be expected to deliver specialist palliative care symptom control and support as Dorothy House Hospice has the existing clinical and holistic expertise to deliver care if and when it is required.

Principal Duties and Responsibilities

Management and leadership

- Work with partners to ensure a strengths based approach is taken using the asset based community development (ABCD) principles
- Understand the need for palliative and end of life support for people experiencing homelessness
- Engage and Develop trust with people experiencing homelessness to understand what matters to them
- Asset map and build relationships and trust with communities who are supporting people or providing services for people experiencing homelessness.
- Understand our position in the community as a community asset and support for people experiencing homelessness
- Scope and understand the need for end of life education to hostels and other services working with people experiencing homelessness.
- Work with the education team to develop specific training programmes to offer to partners.
- Co-produce services and resources with partners and community members experiencing homelessness.

Communication

- Use advanced communication skills with a sensitive approach to establish trust and rapport with people experiencing homelessness and who face multiple barriers to accessing end of life care and support.
- Communicate effectively within the PFSD team and services and with a variety of other third sector organisations and health and social care professionals.
- Be an advocate for people experiencing homelessness and the barriers they face and lead the way in supporting others within the organisation to better understand their needs.
- Attend key meetings to ensure a clear link to local partnership working is provided.
- Use interpreting services to ensure effective communication is used with those whose first language is not English.
- Lead with compassion and kindness.

Governance

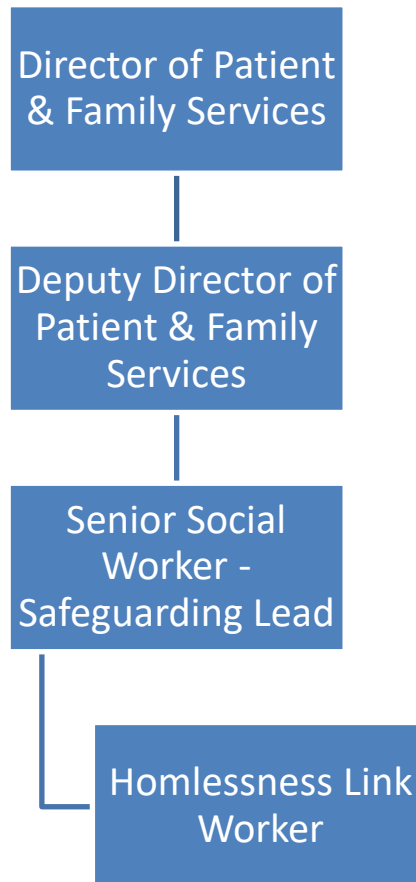
- Provide leadership and feedback for service development to continue to meet the needs of the project and client group.
- Proactively develop and maintain working relationships with GP practices, health and social care services, specialist homelessness services, police, prisons, probation, hostels, churches, charities and other voluntary sector organisations
- Regularly support the reporting on progress or risks against key organisational outcomes (KOOs) related to this project.
- Compile status reports and modify schedules or plans as required.

Personal Development

- Undertake required core induction, departmental induction, statutory and mandatory training.
- Attend relevant internal training courses.
- Attend relevant external networks / training.

- Participate in Personal Development Review process

Structure Chart



Key Contacts

- Executive Team
- PFSD Senior Leadership Team (SLT) and Clinical Leadership Team (CLT)
- Communications team
- Community Palliative Care Team and IPU team.
- DH Community Engagement and Volunteer Coordinators.
- Fundraising team
- Staff and volunteers throughout Dorothy House
- People experiencing homelessness
- GP practices
- Specialist homelessness services, including charities, third sector organisation, hostels and churches
- Police
- Prisons & probation
- Health & social care services
- Public and our communities

Special Note

This job description does not form a part of the contract of employment but indicates how that contract should be performed. The job description will be subject to amendment in the light of experience and in consultation with the post holder.

No Smoking Policy

Dorothy House operates a No Smoking Policy for all staff, volunteers and visitors in relation to promoting health. It applies to the Hospice premises and grounds at Winsley, all Dorothy House shops and when staff are on duty in patients' homes.

Confidentiality

All of the work relating to patients, carers, donors, staff and volunteers and any other information gained are of a confidential nature and must not be communicated to other persons except in the course of duty.

Safeguarding

Dorothy House is committed to promoting the wellbeing of all adults and children who use our services, ensuring that they live a life that is free from harm, abuse and neglect. We work in an open and transparent way and encourage staff, volunteers, patients and families to raise any safeguarding concerns. All staff should ensure that they are aware of their responsibilities and attend the mandatory training as required.

Health and Safety at Work Act

It is the responsibility of all employees to ensure that the requirements of the Health and Safety at Work Act are complied with safe working practices are adhered to and that hazards are observed and reported to the appropriate office.

Person Specification –

Criteria	Essential	Desirable
Skills		
Ability to communicate effectively, one to one and in groups in a wide range of settings	X	
Proficient in the use Microsoft Office and Teams	X	
Ability to work in a professional and anti-discriminatory manner	X	
Able to travel around the BANES locality served by Dorothy House	X	
Ability to manage difficult or challenging situations	X	
Ability to respect confidentiality and boundaries	X	
Ability to work independently and proactively and also to contribute to effective team working	X	
Experience		
Proven track record in working across organisational boundaries and working with a range of statutory and non-statutory organisations	X	
Previous experience of community development	X	
Experience of working with people who are homeless or people with drug/alcohol or mental health needs in a community setting	X	
Experience of working in a strengths based way	X	
Previous experiencing of working within palliative and end of life care services		X
Knowledge		
knowledge of asset based community development principles		X
Knowledge of health inequalities	X	
Knowledge of homelessness, trauma, mental health and substance misuse	X	
Behaviours		
Demonstrates empathy and compassionate understanding for people experiencing homelessness	X	

Demonstrates behaviours that align with the Dorothy House Values and leadership framework		
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