

Job Description



Job Title: Target 1000 Care Coordinator	Service Area: Adults and Health Commissioning, Street Outreach NEL Borough (Newham, Havering, Barking and Dagenham Redbridge, Waltham Forest, City of London, Tower Hamlets, Hackney)	
Directorate: Adults and Health	Post Number:	Evaluation Number: 7179
Grade: PO2	Date last updated: December 2023	

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment within the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR EMPLOYEES AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

COMMITMENT TO AND UNDERSTANDING OF NEWHAM VALUES

Honesty – We act with integrity; we communicate openly and transparently; we take responsibility if things go wrong

Equality – we treat people fairly and consistently; we include everyone in our diverse community; we stand up to injustice and discrimination

Ambition – we work hard to make Newham better for everyone; we think creatively to find new solutions; we are committed to leaning and improving

Respect – We treat people with courtesy and compassion; we welcome other people's ideas and perspectives; we consider how our behaviours impact on others

Together – We are one council, one team; we collaborate and co-produce to achieve results; we trust, appreciate and constructively challenge each other



Overall Purpose of Job

To provide care coordination to identified cohort of rough sleepers, working in close partnership with Local Authorities, service providers, health organisations, the Department for Levelling Up, Housing and Communities (DLUHC) advisors and the Greater London Authority (GLA).

Job Context

North East London Integrated Care System has secured additional funding through the Rough Sleeping Initiative to “get people off the street more quickly, secure move on accommodation, help individuals to sustain their tenancies and provide bespoke support for those furthest away from leaving rough sleeping for good.”.

As part of this funding scheme, North East London (NEL) has secured funding to support a pilot project to provide personal health budgets for homeless people that fall within the T1000 cohort. This role is key to delivering this pilot and providing co-ordination across NEL.

[Rough Sleeping Initiative: 2022 to 2025 updated funding allocations - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/news/rough-sleeping-initiative-2022-to-2025-updated-funding-allocations)

Key Tasks and Accountabilities

1. To deliver successful, measurable and meaningful outputs with end goal of achieving positive and sustainable outcomes for identified service users through:
 - a. addressing immediate and urgent issues via effective system navigation (E.G. physical/mental health issues).
 - b. understanding individuals’ needs and longer-term goals and establishing person centred interventions in congruency with existing support/care plans. a personal care and support plan
 - c. working intensively with individuals and those organisations they trust to build confidence/capabilities to improve engagement, life-chances, health etc.
 - d. help participants to navigate public sector systems (including primary care systems such as hospital and GP appointments and benefits/welfare system) and utilise personalised budgets innovatively including spot-purchasing support and sourcing accommodation when required
 - e. embed approach to support wider homelessness groups with similar characteristics
 - f. work collaboratively and effectively with the local Outreach and Pan London outreach workers

2. To co-ordinate activity in support of the project's objectives, working with local authorities, DLUHC advisors, the GLA, health services and the ICB as appropriate.
3. To work with partners to support the identification of solutions and resources on a case by case basis for the successful delivery of the project, including voluntary, community and faith groups.
4. To enhance existing co-ordination and navigation of care and develop support across health and care services for the identified cohort.
5. To work with identified participants to improve their understanding of their condition(s) within the context of their current circumstances.
6. To support identified participants to develop and review personalised care and support plans to manage their needs and achieve better healthcare outcomes within the constraints of each individuals circumstances.
7. To help identified participants to manage their needs by empowering them to answer queries, make and manage appointments, and ensure that people have good quality written or verbal information to help them make choices about their care, ensuring that accessibility is considered.
8. To assist identified participants to access self-management education courses, peer support, health coaching and other interventions that support them in their health and wellbeing, and increase their levels of knowledge, skills and confidence in managing their health.
9. To provide co-ordination and navigation for identified participants across health and care services and advocating for patients to receive a joined-up service and the appropriate support from the right person at the right time.
10. To explore and assist identified participants to access a personal health budget aligned to health outcomes identified in their personalised care and support plan.
11. To provide project updates through the appropriate governance routes at a local, NEL and pan-London level including monitoring progress, reporting on PHB spend and capturing outcomes.
12. To attend and convene borough Multi-Disciplinary meetings, to advocate for identified participants at high risk panels, report serious safeguarding cases as appropriate.
13. To carry out all tasks and allocated work within agreed timescales and budgets.

Personal Specification



Job Title: T1000 Care Coordinator	Service Area: NEL Borough (Newham, Havering, Barking and Dagenham Redbridge, Waltham Forest, City of London, Tower Hamlets, Hackney)	
Directorate: Adult Social Care	Post Number:	Evaluation Number:
Grade: P02	Date last updated: December 2023	

IMPORTANT INFORMATION FOR APPLICANTS

- The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA	METHOD OF ASSESSMENT
<p>EQUALITY AND DIVERSITY We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.</p> <p>PROTECTING OUR EMPLOYEES AND SERVICES Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.</p>	

PERSONAL STYLE AND BEHAVIOUR:

Demonstrate a professional approach and commitment to customer service.

Application Form/Interview/Test

Flexible and proactive approach to work.

Application Form/Interview/Test

Able to maintain confidentiality and sensitivity in all circumstances.

Application Form/Interview/Test

OTHER SPECIAL REQUIREMENTS:

Willingness and ability to work occasional evenings and weekends to maintain service delivery.

Application Form/Interview

Some of the duties undertaken by this post [may/will] require the post holder to have a full current driving licence, and be willing to drive a Council vehicle after completing a Council driving test.

Application Form/Interview/Test

This post is subject to a [standard/enhanced] DBS check.

Satisfactory clearance at conditional offer stage

This post is exempt from The Rehabilitation of Offenders Act (1974).

Application Form