



**Groundswell**  
Out of homelessness

# HHPA Systems Manager: Application Pack

## HHPA Systems Manager: Job Overview

<b>Reporting to</b>	Director of Advocacy
<b>Hours</b>	37.5 hours/week (full-time)
<b>Salary</b>	£28,000 - £32,000
<b>Pension</b>	5% Employer contribution upon completion of 3 months' probation
<b>Contract</b>	Permanent contract

*Groundswell is seeking an experienced professional for the role of **Homeless Health Peer Advocacy Systems Manager**. We are looking for someone very personable with an excellent phone manner who is also numerate with solid data management experience, preferably in Salesforce. The HHPA project has grown enormously since it began in 2010 and this brand-new role will be instrumental in helping us to grow and maintain the systems, we need to expand this innovative, award-winning service for homeless people. It will also support an evaluation of the HHPA Service, delivered in partnership with an academic team from the London School of Hygiene and Tropical Medicine (LSHTM), King's College London and University College London (UCL).*

## Groundswell

Groundswell is a registered charity that exists to enable homeless and vulnerable people to take more control of their lives, have a greater influence on services and to play a fuller role in our community.

Our work is based around a set of core beliefs that see homeless people at the heart of solutions to tackling homelessness. Our largest area of work is around health and homelessness with peer volunteers accompanying homeless people to health appointments.

We operate from a busy, inclusive office in Brixton with 20 staff along with around forty volunteers. In 2016 we celebrated our 20th birthday and were declared 'Overall Winners' of the Kings Fund GSK Impact Award. Last year HHPA carried out over 4000 engagements supporting homeless people to access healthcare.

Our Strategic Vision has three key priorities:

**1. To increase the scale and scope of our Homeless Health Peer Advocacy service by:**

- **Geography** – expand into new boroughs, exploring models for national replication.
- **Scope** – explore wider health issues, including substance misuse and mental health.

- **Practice** – developing a broader range of peer-based approaches, beyond advocacy.

**2. To further develop our Insight & Action Programme** of participatory action research.

**3. To develop Groundswell as a healthier and more sustainable organisation.**

## Our Work

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### Homeless Health Peer Advocacy - HHPA

HHPA offers one-to-one support to people experiencing homelessness to make and attend health appointments. Focused on practical support, such as paying travel fares, reminders and accompaniment to appointments; also, on building the skills, confidence and knowledge to enable clients to continue to independently access services. With the support provided by peer advocates - who are volunteers with personal experience of homelessness.

HHPA Delivery. With a team of around thirty peer advocates we deliver over 4000 engagements across ten central London boroughs. We are currently exploring opportunities to extend this work across England.

HHPA Plus is a new Groundswell project aimed at providing homeless people in London with peer support to access mental health services, and training to build confidence and wellbeing independently. Additionally, HHPA has specialist projects focusing on Hepatitis C, tuberculosis and hospital discharge.

### The Progression Programme

Groundswell's Progression Programme enables our formerly homeless peer volunteers to use their personal experience of homelessness to make a positive contribution to society, overcome personal and systemic barriers, improve self-reliance and employability and move forward with their lives. Last year we supported 57 peer volunteers; with 28 progressing into training, employment or further volunteering; 15 of whom got jobs.

Groundswell takes a radically different approach to supporting clients. We use an asset-based approach, transforming homeless people from passive service users into active and valued contributors. By focusing on each person's unique strengths, talents and abilities - instead of their needs and issues – we support peers to secure and sustain employment and independent living.

### Insight & Action

Groundswell engages in a range of *Participatory Action Research* (PAR) tools to gain insight into the realities of homelessness and deliver positive social change. PAR is research *with* people rather than research *on* people. As a research approach, it is not just concerned with collecting data but also with processes of empowerment and transformation.

We have been funded by Trust for London to run a project that discovers and shares cutting-edge insight into the health inequalities faced by people experiencing homelessness in London; and crucially, to develop achievable solutions to reduce health inequalities for homeless people and make vital savings to public money.

## Partners

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This role is part funded through a National Institute of Health Research grant, to provide an evaluation of the HHPA Service, delivered in partnership with an academic team from the LSHTM, King's College London and UCL. The aim of the research is to evaluate how, and to what extent, a peer advocacy intervention changes the way people experiencing homelessness use outpatient and emergency services and how it shapes other health and social outcomes (e.g. mental health, drug use and access to drug and alcohol or mental health services). As part of their wider HHPA Systems Manager role, the post-holder will be providing a Groundswell point of contact for the academic team, supporting them to access Groundswell data and managing the process around Peer Advocate interviews with clients.

## Groundswell's Core Beliefs

### We believe:

- 1. The whole community benefits when we effectively tackle homelessness and social exclusion.**
- 2. We believe in people!** People are society's most valuable resource, and everyone has the capacity to make a contribution.
- 3. There is no Them & Us – only Us!** Groundswell brings everyone together to create genuine solutions to homelessness.
- 4. Participation works!** Supporting homeless people to participate creates more effective services and policy - and crucially enables people to move **out of homelessness.**

# HHPA System Manager Tasks

## A. Salesforce Management

1. **Data Input.** Support Groundswell to continually improve its data collection methods, inputting meeting records, engagement forms, and in-reach records accurately and in a timely manner. Work with the HHPA team to design and implement simple data collection tools for frontline staff and peers
2. **Quality Control.** Run scheduled reports to ensure that data capture is complete and consistent, feeding back to staff where issues are identified. Check weekly for missing records and inform the relevant team leader.
3. **Accurate record keeping.** Check that records for clients, partners and organisations are accurate and that there are no key details missing. Create new individuals and organisations as necessary and ensure they are accurately linked with other individuals and organisations as appropriate.
4. **Reporting.** Work with the team to understand reporting requirements, run reports and present up to date information to staff and volunteers. Produce and manage a dashboard of key indicators to monitor organisational performance. Work closely with the Development Manager to ensure all donor reporting is satisfied
5. **Processes.** Develop, manage and refine data processes to ensure that they have the cleanest, most reliable and up-to-date data possible, ensuring that they achieve the best relationship they can with supporters. Upskilling staff and volunteers to feel confident with the collection and handling of data
6. **Compliance.** Support Groundswell in ensuring that HHPA data and processes are GDPR compliant. Develop operational procedures around data collection and deliver appropriate training to the team
7. **CRM Administration.** Conduct basic CRM system administrative tasks.
8. **Communication.** Help Groundswell's fundraising and communications team to understand and effectively communicate using Groundswell's Impact Data

## B. HHPA Duty System

1. **Process bookings.** Regularly check both the HHPA inbox and the bookings in-tray. Where necessary acknowledge receipt of bookings. Enter bookings into the Salesforce database and Outlook Calendar, chase up any additional details needed and inform the relevant team leader
2. **Deal with telephone enquiries.** Act as first point of contact for partners and clients around all aspects of booking HHPA appointments
3. **Liaise with partners.** Communicate with partner organisations who are putting in bookings to ensure that they are making appropriate referrals within a reasonable timeframe and including the information we need to assign Peers safely
4. **Ensure peers are assigned to appointments.** On a daily basis check that all booked appointments have been assigned to a Peer Advocate. Make sure appointments are allocated

either via team meetings or by calling around peers. Inform the referring agency who will be attending

5. **Responsibility for duty phone.** Ensure that somebody has responsibility for the duty phone whenever a Peer Advocate is working externally. Arrange for cover for early and late appointments
6. **Operate a check in/out system.** Ensure Peers are checking in and out of all appointments booked into the database. Chase up any peers who have not checked
7. **Supporting peers with practical arrangements.** As necessary book cabs, provide maps, travel plans, details of appointments etc.

## C.HHPA Evaluation

1. **Liaison.** Provide a point of contact for the academic team with Groundswell, responding promptly and directing enquiries appropriately.
2. **Recruitment of clients.** Follow procedures to ensure that clients and Peer Advocates are fully informed and agree to take part in research, in particular the survey and qualitative study.
3. **Arranging interviews.** Work with the academic team and Peer Advocates to arrange qualitative interviews with clients as part of the study and support Peer advocates in administering the study protocol for 150 HHPA clients.
4. **Facilitating meetings with contacts.** Provide introductions to day centres and other organisations working with homeless populations for the academic team to facilitate recruitment into the survey and qualitative study.
5. **Providing Salesforce data.** Support the academic team to access data when requested and support the process evaluation of the study through provision of data (Component D)
6. **Project meetings.** Attend project meetings of co-investigators and the Advisory Group where necessary or ensure another member of the Groundswell team is present.

# Person Specification

	<b>ESSENTIAL</b> <i>(Could not do the job without these)</i>	<b>DESIRABLE</b>
<p><b>EXPERIENCE &amp; KNOWLEDGE</b></p> <p><i>Gained through employment, volunteering or lived experience</i></p>	<ol style="list-style-type: none"> <li>1. Good understanding of Salesforce CRM or similar databases.</li> <li>2. Ability to work calmly under pressure and prioritise tasks</li> <li>3. Proven track record of working as part of a team</li> <li>4. Experience of keeping accurate records of work done</li> </ol>	<ol style="list-style-type: none"> <li>1. Personal or work-related experience of the issues relevant to homeless people.</li> <li>2. Knowledge of Data Protection regulations and GDPR</li> <li>3. Experience of volunteering or working with volunteers.</li> <li>4. Understanding of research methods</li> </ol>
<p><b>SKILLS AND ABILITIES</b></p> <p><i>Gained through employment, volunteering or lived experience</i></p>	<ol style="list-style-type: none"> <li>5. Proficient IT skills: data entry, email and the internet.</li> <li>6. Good written English</li> <li>7. Excellent organisational skills.</li> <li>8. Excellent communication skills to diverse groups of people.</li> </ol>	<ol style="list-style-type: none"> <li>5. Highly numerate and analytical, with demonstrable understanding of evaluation and impact measurement</li> <li>6. Excellent Microsoft Excel skills</li> </ol>
<p><b>BEHAVIOURS</b></p> <p><i>Gained through employment, volunteering or lived experience</i></p>	<ol style="list-style-type: none"> <li>9. A commitment to Groundswell's core beliefs of empowerment, inclusion and equality</li> </ol>	

# Application Process

## 1. Application

To make an application, please submit your **CV** along with a **cover letter** which explains:

- how you meet each of the areas outlined in the Person Specification above **and**
- why you are interested in doing this job.

The deadline is **10 am on Thursday 6<sup>th</sup> June** please submit by email to Katie Langford at:  
[Katie.Langford@groundswell.org.uk](mailto:Katie.Langford@groundswell.org.uk)

## 2. Interviews

Candidates will be notified if they have been invited to interview by **7<sup>th</sup> June** at the latest. If you have not been notified by this date, then please assume you have been unsuccessful on this occasion. **Interviews will then be held on Wednesday 12<sup>th</sup> June.**

## 3. Pre-employment checks

Two references will need to be taken up before a job offer can be made. Please include reference details in your application. One should be your current or most recent employer, and the other someone who has known you in a professional capacity for at least two years. We will not contact any referees before the interview and only after you grant consent.

*Many thanks for taking the time to look into this role –it is an exciting opportunity and we hope you will consider applying.*

*If you would like to discuss this role before applying then please contact:*

*Kate Bowgett, Director of Advocacy, on 020 7725 2851 or [kate.bowgett@groundswell.org.uk](mailto:kate.bowgett@groundswell.org.uk)*

## Groundswell

*Registered as Groundswell Network Support UK*

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*Tel: 020 7725 2851*