



# Find&Treat Case Worker

## Find&Treat Case Worker: job overview:

<b>Job title:</b>	Find&Treat Case Worker
<b>Reporting to:</b>	TB Nurse Specialist (Find & Treat) and Director of Services (Groundswell)
<b>Hours:</b>	Full time: 37.5 hours per week
<b>Salary:</b>	£27,560
<b>Benefits:</b>	5% employer pension and 28 days annual leave plus bank holidays
<b>Contract:</b>	Fixed term until the end of March 2024
<b>Location:</b>	Find & Treat TB Project, 250 Euston Road, 4th Floor East Wing, London NW1 2PG and at Groundswell's Oval Offices

Groundswell are recruiting a Case Worker to work alongside NHS UCLH Find&Treat as part of their Mobile Health team delivering high quality health advocacy to excluded and vulnerable people. The team operate a Mobile Health Unit (MHU), going out to hostels, hotels and Day Centres supporting people to get diagnosed and complete treatment for important public health infections including Tuberculosis (TB) and Hepatitis C and more recently COVID-19. Additionally, the MHU provides on-the-spot access to essential immunisations and the team are continuously innovating to outreach additional health opportunities.

The role involves building relationships with people experiencing homelessness to encourage them to access the health opportunities provided by Find&Treat (Tuberculosis (TB) and Blood Bourne Virus (BBV) screening / Essential immunisations / support to register with primary care services and attend hospital appointments and support to engage with drug and alcohol treatment services) working in close partnership with the Groundswell Homeless Health Peer Advocacy (HHPA) programme.

This is a fixed term post that provides a great opportunity for a creative and committed individual to develop skills and gain knowledge as part of this internationally recognised and award-winning outreach team. Training will be provided where appropriate and could include clinical skills such as BBV testing patients or research methods skills. Find&Treat have strong links to research activities at UCL and would encourage individuals with an interest in public health research to apply.

Candidates with experience of social exclusion due to homelessness, imprisonment, sex work, drug use, migration or otherwise being part of a marginalised population, who meet the specification, will be given priority access to this post



# About Groundswell

Groundswell works with people with experience of homelessness, offering opportunities to contribute to society and create solutions to homelessness. Participation is at our core because the experience of homelessness is crucial in making decisions that affect lives and ultimately help people to move out of homelessness.

Groundswell exists to tackle:

- **Homelessness** - everyone has the right to a safe home and to contribute to society
- **Health inequalities** - everyone has the right to good health and a right to access healthcare
- **A lack of participation** - people who have experienced, and escaped homelessness should inform the solution
- **A society that doesn't work for everyone** - the system has been designed in a way that restricts opportunity, it needs to change to work for everyone.

We achieve this through:

- **Good health** - We believe good health creates a foundation to move out of homelessness. Groundswell's people focused health work and innovative services enable people who are homeless to access the health care they need – because everyone has a right to good health.
- **Progression** - We are committed to developing and supporting a workforce of people with experience of homelessness to participate in designing and delivering solutions to homelessness whilst progressing in their own lives.
- **Creating Change** - Groundswell brings together insight from people with experience of homelessness, we use this insight to tackle issues through changing practice and challenging policy. We believe that the experience of homelessness brings insight that can help tackle the issues of homelessness and create change.

## Groundswell's core beliefs

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" and "us" – only us. Groundswell brings everyone together to create genuine solutions to homelessness.
4. Participation works. Supporting people to participate creates more effective services and policy – and crucially enables people to move out of homelessness.

[Read Groundswell's three year 'Participation Works' strategy.](#)



## About Find & Treat

Find&Treat (F&T) is a nationally and internationally acclaimed health service designed exclusively to meet the needs of vulnerable and excluded members of society. The service takes state-of-the-art diagnostics to the street and supports people to get diagnosed and complete treatment for important public health infections including Tuberculosis (TB) and Hepatitis C and more recently COVID-19. Additionally, the Mobile Health Unit (MHU) provides on-the-spot access to essential immunisations and the team are continuously innovating to outreach additional health opportunities.

During the pandemic, the project has also been providing rapid testing, accommodation in which to self-isolate, and medical care, for members of the homeless community with suspected or confirmed COVID-19.

## Groundswell and Find&Treat

Groundswell has worked with Find&Treat since 2009 recruiting, training, and supporting volunteer peer educators with personal experience of homelessness, to support homeless people to be screened for TB. With the new MHU and expanded range of services the peer support needed has also evolved and this Caseworker role is an opportunity for the two organisations to work in partnership, supporting the work of the MHU and making sure Find and Treat clients have access to Groundswell's Homeless Health Peer advocacy service



# Find & Treat Case Worker job tasks:

## A. Support the work of the Find&Treat Mobile Health Unit (MHU)

*To work alongside the Find&Treat team and Groundswell Peer Advocates to support the work of the MHU and deliver high quality health advocacy people experiencing homelessness to encourage them to access the health opportunities provided.*

- A1. Work with Find & Treat Mobile Health Team around screening.** Engage people experiencing homelessness to encourage them to access TB and BBV screening.
- A2. Promote other health opportunities provided by Find&Treat** work with the team to promote and support the campaign to increase uptake of essential immunisations – particularly flu and Covid.
- A3. Provide information** about the services the MHU offers and explain how it works.
- A4. Support people to register with primary care services and attend hospital appointments** and support to engage with drug and alcohol treatment services working in close partnership with the Groundswell Homeless Health Peer Advocacy (HHPA) programme).
- A5. Support people to attend ongoing health appointments** once they get their screening results. Identify clients who need other health advocacy support and put in referrals to the Groundswell HHPA team.
- A6. Deliver talks and take part in health promotion sessions** working with the Find&Treat team.
- A7. Maintain patient confidentiality** and be aware of legal responsibilities under data protection legislation and GDPR.
- A8. Maintain professional boundaries and working relationships with service users and colleagues.**

## B. Administration, Communication and Safe Practice

- B1. Paperwork and Monitoring** - Be aware of the importance of accurate documentation and complete accurate records of activity and referrals according to NHS Policies
- B2. Understand own level of responsibility and accountability** - Work within own personal/professional limitations and seek help of others to maintain safe practice
- B3. Identify potential risks** for all staff, patients and service users and assist in maintaining a safe working environment with relevant incident reporting procedures
- B4. Understand the principles and practice of Infection Control**
- B5. Identify own learning needs** and produce a personal development plan in conjunction with the line manager



**B6. Always keep the NHS UCLH Trust values at the heart of what you do - Safety, Kindness, Teamwork and Improving**

## C. General

*To contribute to the wider work of the Find&Treat and Groundswell partnership*

- C1. Team.** Working with all to foster a co-operative and supportive team environment
- C2. Represent.** Representing organisations in an appropriate manner
- C3. Training.** Participating in training as agreed with line manager
- C4. Supervision.** Participating in regular supervision and annual appraisal
- C5. Other Work.** Undertaking other work as agreed with line manager
- C6. Equal Ops.** Promoting equal opportunities in all areas of work
- C7. Core Beliefs and NHS Trust Values.** Always working to demonstrate these

# Person specification

	<b>Essential</b> <i>(Could not do the job without these)</i>	<b>Desirable</b>
<b>Experience and knowledge</b> <i>Gained through employment, volunteering, or experience</i>	<ol style="list-style-type: none"> <li>1. Personal experience of social exclusion due to homelessness, imprisonment, sex work, drug use, migration or otherwise being part of a marginalised population</li> <li>2. Experience of supporting vulnerable adults on a one-to-one basis and an awareness of the issues they might have accessing appropriate healthcare.</li> <li>3. Proven track record of attendance and punctuality</li> <li>4. Proven track record of working as part of a team</li> <li>5. Experience of keeping accurate records of work done</li> <li>6. Understanding of the importance of professional boundaries including confidentiality</li> <li>7.</li> </ol>	<ol style="list-style-type: none"> <li>8. Experience of supporting people with vaccinations and/or health screening</li> </ol>

	<b>Essential</b> <i>(Could not do the job without these)</i>	<b>Desirable</b>
<b>Skills and abilities</b> <i>Gained through employment, volunteering, or personal experience</i>	<ol style="list-style-type: none"> <li>9. Basic IT skills - able to use Word, e-mail and carry out basic internet searches</li> <li>10. Ability to present information effectively in person, at meetings, and via phone and e-mail</li> <li>11. Ability to problem solve and create innovative solutions</li> </ol>	<ol style="list-style-type: none"> <li>12. Experience of using a database (i.e., Salesforce, Inform etc.)</li> <li>13. Ability to speak other languages</li> </ol>



	<b>Essential</b> <i>(Could not do the job without these)</i>	<b>Desirable</b>
<b>Behaviours</b> <i>Gained through employment, volunteering, or personal experience</i>	14. Ability to work effectively with people from partner organisations 15. Ability to demonstrate understanding and empathy of the varied experience of people experiencing homelessness, refugees, asylum seekers and people with addictions 16. Support of NHS Trust Values Groundswell's core beliefs.	17. Ability to give feedback to external organisations to help inform the way they deliver services

## Application process

### Application

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

Please answer the following **3 Questions on your cover letter**. We're looking for specific examples either from work, volunteering, or personal experience. It will help you if you carefully read the job description and person specification which tells you the experience, skills, and values we're looking for. Please answer each question in roughly 300 Words. Please anonymise your answer making sure we're not breaching confidentiality.

1. Give an example of a time where you have helped to someone have their voice heard or get access to a service they needed, what was the outcome?
2. Can you tell us about a team you have been a part of what you did and what you enjoyed about it?
3. Why are you interested in doing this role and what skills and experiences do you have that would help you do the job?

We are taking applications on a rolling basis and will consider them as they come in.

Please submit by email to: Kate Bowgett, Services Director [kate@groundswell.org.uk](mailto:kate@groundswell.org.uk)



## 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.

Because of the nature of this role, we will have to carry out a DBS check on the successful candidate. Having a conviction will not necessarily bar a candidate from employment; this will depend on the circumstances and background of the offence(s) in relation to the requirements of the job.

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, Services Director, on 07772 522629 or [kate.bowgett@groundswell.org.uk](mailto:kate.bowgett@groundswell.org.uk)

[We care about your privacy; read here how we manage your personal data.](#)



