HEALTHBUS
Specialist Healthcare for People Experiencing Homelessness

The King's Award for Voluntary Service

JOB DESCRIPTION

JOB TITLE:	**HealthBus Outreach Nurse**
PAY BAND:	**Salary:** £30,940 - £38,220 FTE (£18,564 - £22,932 per annum for 22.5 hours per week).
ACCOUNTABLE TO:	Clinical Lead and COO.
HOURS OF WORK:	22.5 hours per week; Monday, Wednesday and Friday.
ANNUAL LEAVE:	0.6 WTE = 16.8 days per year/75.6 hrs per year.
SICK LEAVE:	Statutory Sick Pay.
LOCATION:	Working from home, or alongside the wider team in community settings and on the mobile clinic where appropriate.
TRAVEL:	Travel will be required to and from place of work and community settings.
NEW STAFF SERVICE:	3 months probationary period.
TERM:	1-year fixed-term contract.
JOB SUMMARY:	To provide holistic assessment, treatment, care coordination and health advocacy for people experiencing homelessness and exclusion. Manage an independent caseload, support acute and long-term health needs, facilitate access to specialist services, contribute to safeguarding processes, and work collaboratively with partners to improve health outcomes and reduce inequalities.

1.0 BACKGROUND

1.1 HealthBus Trust is an award-winning CQC-registered charity providing specialist nurse-led healthcare for people experiencing homelessness across Bournemouth, Christchurch and Poole.

1.2 We exist because too many people face barriers to getting the help they need. Trauma, stigma, poor mental health, addiction, exploitation, lack of identification, and the instability that comes with homelessness can all make it harder to access mainstream services.

1.3 HealthBus responds by taking support directly to people through outreach, drop-ins and trusted partnership working. We offer a welcoming, non-judgemental approach and work at the pace that feels right for the person

2.0 ROLES & RESPONSIBILITIES

2.1 Clinical Outreach Nursing Practice

a) Provide comprehensive physical health assessment, treatment, advice, and ongoing support to individuals experiencing homelessness, rough sleeping, housing insecurity, or social exclusion in community and outreach settings.

b) Deliver evidence-based nursing care for acute and chronic health conditions, including assessment, treatment, monitoring, health promotion, prevention, and management of long-term conditions. Provide specialist wound care and tissue viability management, including the assessment, treatment and ongoing management of complex wounds and leg ulcers.

c) Undertake holistic assessments of physical health needs, taking account of wider social, environmental, and behavioural factors that may impact health outcomes and engagement with care.

d) Develop, implement, and review person-centred care plans that support improved health, wellbeing, and access to appropriate services.

e) Manage an allocated caseload, prioritising clinical need, risk, safeguarding concerns, and complexity of presentation.

f) Utilise specialist knowledge, clinical judgement, and assessment skills to identify deteriorating health, unmet healthcare needs, and situations requiring escalation, referral, or urgent intervention.

g) Support individuals who experience barriers to accessing mainstream healthcare by facilitating engagement with primary care, community services, specialist services, and secondary care providers.

h) Promote health inclusion and reduce health inequalities through proactive outreach, engagement, advocacy, and support.

i) Provide health education, self-management support, and advice to empower individuals to improve and maintain their physical health and wellbeing.
j) Work in a trauma-informed, psychologically informed, and person-centred manner that recognises the impact of homelessness, exclusion, adverse experiences, and multiple disadvantage.

2.2 **Care Coordination, Referral and Safeguarding**

a) Coordinate care for individuals with multiple and complex health needs, ensuring timely access to appropriate services and support.
b) Initiate and facilitate referrals to relevant healthcare professionals, specialist services, community teams, hospital services, mental health services, substance misuse services, housing providers, social care, and voluntary sector organisations.
c) Advocate on behalf of patients to reduce barriers to healthcare and improve access to treatment and support.
d) Identify, assess, and respond appropriately to safeguarding concerns relating to adults at risk.
e) Contribute to safeguarding processes, referrals, multi-agency risk management, and information sharing in accordance with organisational procedures and statutory requirements.
f) Participate in multidisciplinary reviews, case discussions, discharge planning, safeguarding meetings, and other forums that support integrated care.

2.2 **Human Resources**

a) Communicate regularly with the HealthBus team regarding scheduled staff meetings and clinical meetings.
b) Ensure that all policies and procedures are implemented.

2.3 **HealthBus bespoke patient database - Patient Source**

a) Responsible for monitoring patients, booking appointments and liaising with support workers, GP and dental practices to provide an efficient, effective service.
b) Responsible for uploading clinical notes to patient records.
c) Ensure that the PatientSource database is accurate and up to date, including data collection and analysis.

2.4 **Health & Safety/Safeguarding**

a) Work with the Operations Director to ensure that Health and Safety systems are delivered ensuring compliance with legislative and regulatory requirements.

b) Support safeguarding procedures and participate in multi-agency meetings where necessary.

c) Participate in audits, service evaluations, and quality improvement projects to help enhance service delivery.

2.5 **Data Protection**

a) Ensure that the data protection policy and procedures are implemented.

2.6 **Risk Management**

a) Ensure implementation of all policies and procedures.

2.7 **Training**

a) Meet all the training requirements and quality assurance for the role.

3.0 TEAMWORK

3.1 Build and maintain strong relationships with colleagues, partners and stakeholders.

3.2 Work with openness, kindness and integrity.

3.3 Contribute positively to team meetings, service development and shared learning.

3.4 Support a joined-up approach that places people at the centre of support.

4.0 PERSON SPECIFICATION

	Essential	Desirable
Qualifications	• Registered Nurse. • Full UK driving licence and access to transport (where required for outreach delivery).	• Additional study in homeless health, public health, long-term conditions, safeguarding, substance misuse, wound care, or health inclusion. • Non-medical prescribing qualification. • Advanced clinical assessment training.
Experience	• Staff/people skills • Experience of assessing and supporting people with acute and chronic physical health needs. • Experience of working with vulnerable adults and individuals with complex health and social needs. • Experience of working with individuals who may present with challenging behaviour, trauma, mental health needs, or substance misuse issues. • Experience of wound care and tissue viability management. • Experience of multi-agency working and coordinating care across health and social care services. • Experience of identifying and responding to safeguarding concerns. • Experience in working within a nurse led service and in Multidisciplinary Teams working.	• Experience working within primary care, GP practices, community services, urgent care, or specialist inclusion health services within (within Primary or Secondary Care settings). • Experience working with people experiencing homelessness, rough sleeping, housing insecurity, or multiple disadvantage. • Experience of managing an independent caseload. • Experience of undertaking outreach work in community settings. • Experience contributing to safeguarding processes, multi-agency meetings, or risk management planning.
Skills / abilities	• Ability to undertake holistic health assessments and formulate person-centred care plans. • Excellent communication and interpersonal skills, with the ability to engage individuals who may be reluctant to access services. • Strong organisational skills and the ability to effectively prioritise a varied workload.	• Advanced assessment skills and experience managing complex presentations. • Knowledge of local homelessness, housing, and support pathways. • Experience supporting service development or quality improvement initiatives.

	• Ability to assess risk, escalate concerns, and make appropriate referrals. • Commitment to trauma-informed, person-centred, and strengths-based approaches. • Able to prioritise work, plan and delegate to others if appropriate. • Broad competencies in IT, including Microsoft Office.	• Experience delivering health education, outreach clinics, or public health interventions. • Knowledge of homelessness legislation, housing pathways, and local support services. • Good working knowledge of leg ulcer and wound care management.
Personal qualities	• Committed to HealthBus' vision and values. • A strong commitment to organisational effectiveness. • A flexible can-do attitude. • Good emotional intelligence.	

SECTION B: TERMS AND CONDITIONS OF SERVICE

B1 HealthBus has a range of operational, financial, health & safety, risk management, human resource, equality & diversity and other policies, procedures and guidance, copies of which can be found on the Trust's SharePoint site. The post holder is expected to be aware of all policies, procedures and guidance which apply to them and to observe their provisions at all times.

B2 Employment in this post is subject to a Disclosure & Barring Service criminal records Disclosure. The post holder may be required to undertake a Disclosure application at any time during employment.

B3 Staff are not permitted to smoke on HealthBus sites, either inside or outside, or inside Trust vehicles.

B4 Staff are expected to undertake all mandatory training and refresher training appropriate to their role. This may include first aid, fire safety, mental health awareness and safeguarding.

B5 All staff who are required to handle food and drink other than for their own consumption must comply with the Food Safety and Hygiene (England) Regulations 2013.

B6 HealthBus is committed to promoting the welfare of children and vulnerable adults. Staff are expected to be aware of, and comply, with their roles and responsibilities in relation to safeguarding vulnerable groups.

B7 Staff are expected to observe the highest standards of care and conduct and to engage constructively with managers, colleagues, patients/service users/carers and others in the course of their duties.

SECTION C: CORE ATTRIBUTES AND BEHAVIOURS

All staff are expected to reflect HealthBus' values in the way they work.

C1 **Respect and dignity.** We treat each person as an individual and value their experiences, views and choices.

C2 **Commitment to quality of care.** We aim to provide safe, dependable and thoughtful support, and we always look to learn and improve.

C3 **Compassion and kindness.** We respond with care, humanity and understanding.

C4 **Improving lives.** We want people to feel better supported, more connected and more hopeful about the future.

C5 **Working together for patients.** We believe partnership and collaboration lead to better outcomes for people.

C6 **Everyone counts.** We work especially hard to reach people who face the greatest barriers.

C7 **Being a learning organisation.** We value reflection, feedback, partnership and continuous improvement.

Behaviours

Our behaviours provide a guide to how we can bring our values to life and constantly remind us that how we do things is as important as what we do and achieve.

C8 **Positive.** Embracing change and feedback, utilising constructive feedback to make improvements and promoting achievements of the Trust and others.

C9 **Proactive.** Challenging unacceptable behaviour, showcasing learning and innovation, and actively encouraging ideas and involvement from others.

C10 **Supportive.** Being attentive, encouraging and helping others, giving and receiving feedback to enable people, teams and services to develop.

C11 **Respectful.** Empowering people to voice their opinions, introducing yourself and ensuring language is professional and inclusive**.**

C12 **Reliable and trustworthy.** Being open and transparent, acknowledging errors, being honest about limitations and not over-promising.