Job Description

Inclusion Health Link Worker, Hospital Inreach Service

Full time – 37 hours per week

For over 50 years, Cyrenians has tackled the causes and consequences of homelessness. We understand that there are many routes into homelessness. And that there is no 'one size fits all' approach to supporting people towards more positive and stable futures.

Our mission is to tackle the causes and consequences of homelessness through learning from lived experience; by delivering targeted services which focus on prevention, early intervention and support into a home; and by influencing changes in legislation and policy.

Our way of working is built on four core values, which are at the heart of all our work and decisions:

Compassion Respect Integrity Innovation

Read more about us and our values

1 General

Those who are homeless experience some of the worst health outcomes possible, with significant numbers experiencing serious health conditions and high rates of early morbidity.

Evidence shows that offering a holistic, integrated approach to the multiple and complex social, physical, and mental health issues experienced by people who are chronic homeless is effective in reducing the number of days admitted to hospital, repeat admissions to hospital, and the frequency of A&E attendance.

The role of the Link Worker is to:

- Support the ongoing evaluation and development of this innovative model, with robust data collection and engagement with external research and development opportunities.
- Play a key role in liaison between NHS, housing and other community-based services with the view to ensuring that no one is discharged to accommodation which undermines their recovery.
- Provide case work support to individuals with a focus on developing a positive and trusted relationship, helping them identify the outcomes they want to see, and prioritise help in identifying and accessing housing.

The post holder will have an arrangement with NHS Lothian which enables close working and information sharing with staff from the Royal Infirmary, Western General and Royal Edinburgh Hospital. This ensures early identification of patients who are homeless; supports patients throughout their admission; contributes to a considered discharge planning process and coordination of a package of care that includes access to accommodation; and

supports ongoing recovery and resilience to ultimately improve health outcomes.

The post holder will work across a number of sites, delivering advice and support to where the people we support are. As a consequence, it can be physically demanding and moves at a fast pace.

The service takes an innovative approach, working across health and homelessness and can, therefore, attract interest and agency visits from medical students, health professionals and policy makers. The team will offer their experiences and insights in order to inform local and national debate over future inclusion health service provision.

2 Tasks and Responsibilities

Developing Relationships

- Act with integrity and build trusted relationships with those being supported
- Provide good quality, psychologically informed support
- Ensure those receiving support are at the centre of the assessment and support planning processes
- Uphold the protection of vulnerable group
- Advocate for the patient, while also managing their expectations and ensuring a sense of agency surrounding their care.

Connecting people to resources

- Demonstrable understanding of people's housing rights and how to access these
- Use your knowledge of housing options to advocate and access appropriate housing solutions
- Have a working knowledge of the welfare benefits system that you can use to advise people.
- Keep up to date with the community-based health and social care support opportunities that are available and share within the team and clinical colleagues.
- Support people in the community to connect to services that can improve or maintain their wellbeing.

Partnership working

- Build and maintain strong working relationships with an extensive network of partners in health, housing and community support services
- Communicate confidently and effectively with individuals from a wide variety of backgrounds both verbally and in writing.
- Engage with hospital settings in a manner which is sensitive to the environment and its pressures
- Establish and maintain strong relationships with other practitioners within Cyrenians and our partner inclusion health colleagues.

Leadership and Learning

- Provide opportunities for students from a range of clinical and other backgrounds to shadow, observe and learn
- Deliver workshops, agency visits and learning opportunities based on the work of the In-reach project
- Contribute to a public health approach to homelessness prevention by providing case studies, stories and learning from service delivery to a range of audiences.

Measuring and valuing

- Ensure that work activity is appropriately recorded using Cyrenians monitoring systems
- Collect and report feedback from those using the service and other stakeholders
- Collect accurate data on the operation of the service and engage in formal evaluation of the service
- Contribute to research and learning opportunities
- Contribute to further development of the model as a best practice in hospital discharge for people experiencing homelessness.

Marketing and Communication

- Promote the service to hospital staff and wider stakeholders
- Represent the work of the partnership
- Participate in meetings and events as appropriate.

Safeguarding and Wellbeing

- Participate in support and supervision with manager
- Ensure the safety of vulnerable individuals by complying with safeguarding obligations and best practice
- Develop and abide by service and personal risk assessments
- Engage in reflective practice
- Identify and participate in training and learning opportunities which support your role and further development
- Attend and participate in team meetings and organisational forums
- Comply with organisational policies and procedures.

Practical considerations

This role is based on-site at the hospital locations for the majority of the working day. Allocation is managed through a staff rota and will change week-to-week based on demand for the service - the Royal Infirmary is where the majority of referrals come from.

Working in a hospital setting will involve walking, sitting and standing. Hospital conditions can include high temperatures, poor lighting, and they can sometimes be a noisy environment. You may also be required to wear PPE when visiting some wards.

3 Person Specification

Knowledge and Experience	
Experience of working, and establishing trusted relationships, with people experiencing complex social and emotional circumstances	Essential
Knowledge of the causes and consequences of homelessness, and the available support services in Edinburgh	Essential
Awareness of health inequalities and their impact upon people	Essential
Experience of working successfully with multiple partners in a wide variety of settings	Essential
Ability to use systems to monitor progress and demonstrate impact	Essential
Understanding of trauma informed practice	Essential
Understanding of safeguarding and risk management and how they can be applied in this role	Essential
Skills	
Proficient with basic IT tools and electronic communication	Essential
Excellent time management and ability to manage own caseload and balance competing priorities	Essential
Able to work autonomously whilst working as part of a flexible and supportive team	Essential
Qualifications and training	
SSSC recognised professional and vocational qualifications	Desirable
Values and attributes	
Flexible and responsive with a positive, can-do attitude	Essential
Resilient, and able to thrive in a fast paced, highly pressured environment where attention to detail and high standards of recording and communication are key.	Essential

4 Terms & Conditions

Employer:	Cyrenians
Line Manager:	Hospital Inreach Service Manager
Liaison with:	NHS Lothian, Edinburgh University
Workplace:	Edinburgh based hospitals and Cyrenians head office.
Working Hours:	Full time: 37 hours per week
Annual Leave	28 days plus 10 public holidays pro rata
Salary:	£29,622 to £32,543 per annum (scale points 25 to 28)
Pension:	Auto-enrolment into Qualifying Workplace Pension Scheme (QWPS) which is a Group Stakeholder Pension Scheme paid by salary exchange. Current contributions being 5% employee and 3% employer. Option of enhanced Employer contributions to the same QWPS of 6% initially, rising to 9% after 2 years

	and 12% after 5 years (subject to employee contributions of 6%)
Funding:	Funded until 29th February 2028 in the first instance.
Disclosure:	PVG membership (adults) is required.

6 Application deadline and Interview dates

Recruitment for this role is open, i.e. there is no set closing date.

We will review applications as they are received and arrange to meet with candidates that we wish to take forward (usually within 10 days of receipt). This vacancy opened on 29/10/2026 and will be closed once we have appointed.

Please refer to the Application form Section A for further information on completing and submitting your application form.