**Job Description**

**Job Title:**  **Case Work Co-ordinator (West and Central London)**

**Salary:** £27,000 pro-rata depending on experience

**Responsible to:** Statutory Case Work Manager

**Based:** Office base Positively UK in Islington, outreach to centres across London

**Hours:** 21 hours (3 days) per week

**Main Purpose**

To develop and co-ordinate peer support service provision to meet the needs of borough residents living with HIV and promoting well-being

To lead on the development and best practice of Positively UK’s work with people newly diagnosed with HIV

**Case Management**

Co-ordinate case management and action plans for residents living with HIV, including one-to-one support, groups and referrals

Working primarily across Ealing but also with clients across all statutory funded boroughs as required

Work with the staff team, peer mentors, and project partners to case manage clients over a series of 12 weeks to encompass:

* assessment for clients
* assign clients with peer mentors
* provision of direct support for people with complex issues e.g. safeguarding, mental health
* with volunteer peer mentors provision of one-to-one mentoring and information
* group activities and workshops
* referrals to other services within Positively UK, project partners and external agencies
* continual assessment to assess progress towards meeting user needs
* reassessment of need and exit from project
* 6-month follow-up from exit

**Peer Mentors**

To work collaboratively with the Project 100 Team in supporting the recruitment and training of peer mentors

Actively contribute to training of peer mentors and with Project 100 staff to develop specific training e.g. working with statutory health and social care providers

To support a team of peer mentors in delivering all aspects of the contract including one to one mentoring, provision of outreach and developing and facilitating groups and workshops

**Partnership Working**

Work collaboratively with contract partners Living Well and Positive East

Establish collaborative working with local HIV clinics within statutory funded boroughs

Work with volunteer peer mentors provide outreach within those clinics to reach borough residents

Identify key agencies to work with to promote the peer support service and increase referrals to the service

**Thematic Lead**

To take a lead on group work for the statutory team and across Positively UK

To keep up-to-date with changing demographics and service user needs to target work effectively

To keep up-to-date with best practice and innovation and how this can be adapted and implemented within Positively UK’s practices

To work collaboratively with Project Leads within Positively UK to develop best practice within the organisation

**Personal Development**

Commit to completing core peer mentor training at Positively UK and attaining Level 2 qualification in peer mentoring

Actively participate in team supervision and staff and team meetings as required

Identify personal development needs and undertake actions to address these

**Monitoring and Evaluation**

Maintain up-to-date records using Salesforce and Living Well with HIV Assessment Tool to record service user information, interventions and progress

Support the development and implementation of systems for internal evaluation of the project

**General Tasks:**

To share with other staff responsibility for providing office cover, including answering the phones, keeping records and statistics and doing own administration

To carry out all duties with due regard to Positively UK's Equal Opportunities, Health and Safety, Confidentiality and other policies

To carry out such other duties and responsibilities as may reasonably be required by the Line Manager, compatible with the objectives and level of responsibilities held by the post

Attendance and participation in all relevant staff forums as required.

**Person Specification**

**Essential**

**1. Experience**

Providing one-to-one support to people living with HIV or other vulnerable groups; understanding of

**2. Skills and Abilities**

Good IT skills; Strong oral and written communication skills; Good numerical skills; Ability to organise conflicting priorities and work on own initiative Good knowledge of health and social care voluntary and statutory services in the UK, Excellent understanding of HIV issues and needs of people living with HIV

**3. Personal Qualities**

HIV positive diagnosis for at least 1 year; Willingness to learn; Accuracy/Attention to detail; Tact and good people skills; Interest in health and social care; Patience; Collaborative and a good team player; Problem-solving and ability to research client needs; Emotionally resilient

**4. Attitudes and Values**

Commitment to the rights of people living with HIV to equal opportunities and ability to work with diverse people; Commitment to personal training and development; Understanding of confidentiality

**Desirable**

**5. Experience**

Working with and supporting the development of volunteers; working collaboratively with the voluntary and community sector and/or NHS agencies; assessment and case work systems; supporting the development of volunteers; public speaking or willingness to learn

**6. Skills and Abilities**

Knowledge of language(s) other than English

**Terms & Conditions:**

The post will be offered for an initial 6-months probationary period.

Training in peer mentoring and advice & guidance will be provided to the successful candidate and continuation in the role is dependent on successfully completing and achieving core training

Normal working hours 9.30 am - 5 pm, including half–hour lunch each day; however evening and weekend working will be required. Time off is given in lieu and there are no overtime payments linked to this post

In line with Positively UK policy, this post requires a Criminal Records Bureau Enhanced Disclosure

Holiday entitlement: All English Bank and Public Holidays, plus 30 days per annum annual leave

*The purpose of this document is to describe the key accountabilities that the person holding this position needs to achieve. It is in no way an exhaustive list of responsibilities of the role: duties and requirements of this role may change as required by Positively UK and the Chief Executive.*