Job Description

Job Title: Peer Support Coordinator Chelsea and Westminster Trust

Salary: £25,000

Responsible to: Peer Learning Strategy and Partnership Lead

Based: Office base Positively UK in Islington, outreach to clinics in Chelsea and Westminster clinics, West London

Contract: 3 years fixed contract

Hours: 35 hours per week

Main Purpose

To develop and coordinate peer support service provision to meet the needs of people with HIV across the four Chelsea and Westminster clinics.

To lead a team of volunteer peer mentors to provide peer support.

To work closely with the clinical team to re-engage people who have disengaged from care and ensure people who are vulnerable remain engaged in care.

Case Management

Coordinate case management and action plans for people living with HIV, including one-to-one support, groups and referrals.

Working primarily across 4 Chelsea and Westminster clinics.

Work with the staff team, peer mentors, and project partners to case manage clients to encompass:

- Re-engagement and support of clients who have disengaged from care
- Assessment for clients
- Assign clients with peer mentors
- Provision of direct support for people with complex issues e.g. safeguarding, mental health
- Provision of one-to-one mentoring and information in collaboration with peer mentors
- Delivery of groupwork for those recently diagnosed or re-engaging in care
- Referral to Positively UK 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, if appropriate
• 6-month follow-up from exit

Peer Mentor Coordination
To work collaboratively with the Peer Learning and Volunteering Team in supporting the recruitment and training of peer mentors.

Actively contribute to training of peer mentors with support from Peer Learning Lead and Volunteer Coordinator.

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 clinical staff across Chelsea and Westminster NHS Trust.

To work collaboratively with PlusHealth organization and support people with HIV accessing online peer support when appropriate.

To work collaboratively with NAZ Project London case worker, referring relevant clients to appropriate support services.

To work collaboratively with our Welfare and Benefit advisor and ensure people who need support in this area can access it.

Work with volunteer peer mentors to provide outreach within those 4 clinics with a specific focus of retaining people who are most at risk to disengage from care.

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

Professional Development
To keep up to date with changing demographics and service user needs in order to 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 Projects 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 OCN accredited 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 Positively UK’s own Well-being 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.