



Job Title: West London & Buckinghamshire Peer Support Coordinator

Starting Salary: £27,000 to £28,000 depending on experience - full time or part-time open to job share.

Annual Leave: 30 days annual leave + 8 days bank holidays and closure between Christmas and New Year

Pension: 8% (employer contribution 3%, employee contribution 5%)

Responsible to: Statutory Contracts and Clinical Outreach Lead

Based: Islington Office - flexible working from home can be negotiated. Outreach to clinics in West London, and across Buckinghamshire

Hours: 35 hours

Contract: 2 years

Role Summary

West London & Buckinghamshire Peer Support Coordinator will be a person living with HIV who is well-adjusted to their diagnosis and who is committed to support others living with HIV and has a good understanding of their complex support needs. The coordinator will work with people to increase knowledge and skills around managing life with HIV, and to access the support and services needed to stay well.

The coordinator will be part of a team of peer case workers at Positively UK and will be working collaboratively with the staff and volunteer teams, linking people into existing services as well as new and existing groups.

In this role the peer coordinator will be providing outreach at Ealing Hospital, and at various locations in Buckinghamshire (in partnership with Brook), alongside remote support online and over the phone.

Main Purpose

The purpose of this role is to ensure that people with HIV can have access to peer support through a dedicated peer case worker, who will share information on living with HIV, and signpost to services. The role will include working together with clients to assess their needs and co-creating a plan to improve health, wellbeing and access to health services and social support. The coordinator will be based in HIV clinics for some of the time and will need to develop strong working relationships across the clinical teams and with the Brook team in Buckinghamshire.

Case Management

To provide 1-2-1 peer support to include: emotional support, information giving, advice, goal setting, mentoring to achieve goals, and advocacy around a range of issues as defined by the client needs. These could include adjusting to being recently diagnosed, starting HIV treatments, living well with HIV, sharing HIV status, sex & relationship issues, mental health, substance misuse, safer sex (secondary prevention), access to services, ageing with HIV and treatment advocacy.



Peer support may be provided in a range of settings including the office, outreach settings, hospital clinics and other appropriate agencies, via telephone or online (Teams, Zoom or Skype).

1-2-1 interventions will cover:

Registering clients

Assessing clients' needs using a wellbeing journey

Co-creating a wellbeing plan with clients

Signposting and referrals, both internally to Positively UK services, and to external voluntary and statutory services

Advocacy: to hardship grants, letters of support UKBA/NASS and Care Act Referrals

Regular follow ups to assess client's progress

Assign clients with volunteer peer mentors, when appropriate

Reassessment of need and exit from project 6-month follow-up from exit management

Clinical and Community Outreach

The coordinator will deliver weekly outreach in Ealing Hospital, and fortnightly outreach at Buckinghamshire Oasis. Provide community-based and online HIV awareness and health promotion sessions to partners agencies in Buckinghamshire.

Partnership & Team Working

Establish and strengthen relationships with the HIV clinics and partner organisations. They will work alongside the clinical teams to optimise the care of people with HIV and enable them to access other services as appropriate.

Work in collaboration with the Brook team in Buckinghamshire, liaising with their case workers to ensure joined up care and support. Identify key agencies to work with to promote the peer support service and increase referrals to and from the service.

Peer Mentor Volunteers

To identify, recruit and support a small team of peer mentors, in collaboration with volunteer coordinator. These volunteers will be involved in delivering aspects of the project such as one to one mentoring, provision of HIV awareness outreach sessions and facilitating groups or workshops.

Share learning from the project with Volunteer Coordinator to inform the support and development of volunteers.

Personal & Professional Development

Commit to completing core peer mentor training at Positively UK, Safeguarding training, and Mental Health First Aid Training

Actively participate in team supervision and staff and team meetings.

Attend external supervision with a counsellor.

Identify personal development needs and undertake actions to address these



Keep up to date with changing demographics and service participants needs to target work effectively as well as following best practice and innovation, for implementation within Positively UK's services.

Monitoring and Evaluation

Maintain up-to-date records using Salesforce to record service participants information, interventions and progress.

Use Wellbeing Journey to monitor wellbeing of service participants.

Use online (Mentimeter) and/or paper group evaluation forms to obtain feedback from groups.

Support the development and implementation of systems for internal evaluation of the project on reporting to the funders in collaboration with the Services Lead

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 be required by the Line Manager, compatible with the objectives and level of responsibilities held by the post.

Person Specification

Experience

E= Essential

D= Desirable

a)	Adjusted well to living with HIV and being open about your HIV status (Positive for over 3 years and if Positive over 10 years current with issues experienced by more recently diagnosed)	Form, Interview (E)
b)	Experience of successfully working with volunteers	Form, Interview (D)
d)	Experience of successfully supporting others to navigate health, social care and support services (including from the voluntary sector)	Form, Interview (E)
e)	Experience of enabling/empowering individuals to overcome barriers/challenges to maintaining and promoting health, wellbeing and independence.	Form, Interview (E)
g)	Experience of providing peer support	Form, Interview (E)
h)	Experience of group work or group facilitation	Form, Interview (E)
i)	Experience of providing support to people presenting with complex need (e.g. mental health, substance misuse)	Form, Interview (E)

Knowledge and Understanding

a)	Excellent understanding of the issues and challenges (social, economic, physical, psychological and wellbeing) that people living with HIV may experience. Knowledge and understanding about how these issues can be managed or where possible overcome.	Form, Interview (E)
b)	Good awareness of the benefits, housing, and immigration system	Form, Interview (D)
c)	Good awareness of the holistic range of statutory and voluntary sector services that would be able to address the needs and challenges of people living with HIV and how they can be accessed	Form, Interview (E)
d)	Ability to work in a cross-cultural context with an understanding of difference cultural approaches to health and well being	Interview (E)
e)	Understanding of how health inequalities can impact on the health and well-being of communities and individuals affected by HIV	Form, Interview (E)

Ability

a)	Ability to manage support, develop and motivate volunteers	Form, Interview (D)
b)	Strong oral and written communication skills	Form, Interview (E)
d)	Excellent skills in listening and empathy	Form, Interview (E)
e)	Commitment to empowering clients and supporting them in dealing with their own affairs	Form, Interview (E)
f)	Understanding of boundaries in working with clients.	Form, Interview (E)
g)	Understanding of the importance of confidentiality, and ability to maintain confidentiality.	Form, Interview (E)
h)	Ability to work jointly with other staff on individual cases, and commitment to working as part of a team	Interview (E)
i)	Ability and commitment to reflect on own performance effectively using supervision and appraisals to identify areas for support, development and training	Interview (E)
j)	Strong IT skills and ability to be administratively self-supporting	Form (E)
k)	Good time management and ability to prioritize	Interview (E)
m)	Ability to recognise own limits and emotional overload and ask for support	Interview (E)
n)	Ability to speak a community language	Form (D)

Attitudes

a)	Empathy with the vision and mission of the Charity and commitment to the rights of people living with HIV.	Form, Interview (E)
b)	A willingness to learn	Interview (E)
c)	A solution focused approach	Form, Interview (E)

Terms & Conditions: The post will be offered for an initial 6-months probationary period. Training in peer mentoring and access to Safeguarding Training and Mental health First Training will be provided to the successful candidate, and continuation in the role is dependent on successfully completing and achieving peer mentoring 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.

For an informal chat contact: spetretti@positivelyuk.org

For an application pack: Contact admin on email: info@positivelyuk.org

Final date for applications: Monday, 4 December, 9am

Interviews will be held: Friday, 8 December