

**Job Title: Peer Support Integration Manager**

**Salary:** £36,000

**Annual Leave:** 30 days annual leave + 8 days bank holidays and closure between Christmas and New Year (pro-rata)

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

**Responsible to:** Clinical Outreach & Statutory Contracts Lead

**Base:** Positively UK's office (Islington) and sites across Chelsea and Westminster NHS Foundation Trust (CWHFT) and North Middlesex NHS Trust (NMHFT) – 56 Dean Street, Kobler, Ron Johnson Ward, 10 Hammersmith Broadway, Twickenham House, Alexander Pringle Centre

**Hours:** 35 hours per week

**Contract:** 18 months, with possibility of extension

**Role Summary**

We are looking for a person living with HIV who is committed to support others living with HIV. The successful candidate will have a good understanding of complex support needs of people with HIV and how peer support can be used to support them, as well as project management experience.

The role will play a key part in an exciting new partnership between Positively UK, [Plus Health](#), [NAZ Project](#) and [Sophia Forum](#), Chelsea and Westminster NHS Trust (CWNHST) and North Middlesex Hospital NHS Trust (NMHNT).

**About the partnership**

The partnership is funded by [Fast-Track Cities' "Getting to Zero" Collaborative](#). It aims to improve the wellbeing and quality of life of patients receiving their HIV care at CWHFT and NMHFT, and prevent their disengagement from care. The three peer caseworkers working on the partnership, coordinated by the Peer Support Integration Manager, will support patients through embedding a high-quality peer support model, optimising HIV care pathways, and ensuring that the available support meets patients' needs at any point of their HIV diagnosis. At the end of the partnership, we want to have a model of excellence in peer support that is available to be embedded by Integrated Care Boards.

Through this partnership, we will also deliver training for peer mentors and peer buddies in conjunction with [Metro](#) and [Positive East](#), and establish a London-wide Peer Support Hub, bringing volunteer peer supporters together for regular meetings for cross-knowledge exchange and best practice sharing.

Community organisations funded through the Fast-Track Cities' "Getting to Zero" Collaborative will be engaged in quality improvement workshops, providing opportunities to network and learn from each other.

**Purpose of the role**

The Peer Support Integration Manager will play a key role in coordinating the peer support casework. The duties of the postholder will be split between managing the partnership and providing casework support, often to vulnerable people with high level of complex needs.

**Partnership Coordination (2 days a week, 14 hours)**

The postholder will:

- Work closely with Plus Health's online peer supporter, NAZ's caseworker and Sophia Forum's caseworker, as well as the NHS clinical teams to ensure the smooth running of services across all sites.

- Be the main point of contact for referrals.
- Test and adapt the distribution of casework hours/interventions across clinical sites.
- Lead on data collection (demographics, needs and progress assessments).
- Monitor and ensure equitable access of services among all demographics.
- Coordinate project meetings alongside smaller-scale clinic-based meetings.
- Together with Positively UK's Volunteer Manager and the partner organisations, manage and support peer mentors volunteers across the project.

### **Case Management (3 days a week, 21 hours)**

The postholder will:

- Ensure all peer support referrals are contacted in an appropriate, timely manner to facilitate engagement with the service.
- Register clients when appropriate.
- Assess clients' needs.
- Co-create a wellbeing plan with clients.
- Understand safeguarding risks and be able to implement safeguarding procedures.
- Provide one-to-one peer support such as emotional and practical support, information giving, advice, goal setting, mentoring to achieve goals, and advocacy around a range of issues as defined by the client needs.
- Signposting and referrals to other available support within Positively UK, Plus Health, NAZ Project, Sophia Forum, the rest of the initiatives within the Fast-Track Cities Collaborative, as well as other voluntary and statutory support.
- provide advocacy to hardship grants, letters of support UKBA/NASS and Care Act Referrals.
- Regularly follow-up with clients to assess their progress.
- Assign clients with volunteer peer mentors, when appropriate.

### **Monitoring and Evaluation**

- Maintain up-to-date electronic records of service participants information, interventions and progress.
- Use Wellbeing assessment tool to monitor wellbeing of service participants.
- Support the development and implementation of systems for evaluation of the project in collaboration with the Fast Track Cities Getting to Zero Collaborative.

### **Peer Mentor Volunteers**

- Identify, recruit and refer peer mentors for training. These volunteers will have access to P100 HIV peer support training and have the opportunity to be involved in delivering some aspects of the project such as one to one mentoring, befriending and buddying support.

### **Collaboration and Team Working**

- Establish and strengthen relationships with the HIV clinics at Chelsea & Westminster NHS Trusts and North Middlesex Hospital NHS Trust, and with the Getting to Zero partner organisations (PlusHealth, Sophia Forum, and NAZ, as well as the wider Fast-Track Cities Collaborative).
- Work collaboratively with other HIV support organisations to support the development of a London wide peer support network.
- 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 PlusHealth, Sophia Forum, NAZ and Positively UK liaising with their case workers to ensure joined up care and support.
- Actively participate and contribute to the Getting to Zero Quality Improvements Partnership meetings.
- Being committed to professional development and training opportunities offered by the Getting to Zero Collaborative.

### **Other duties**

In addition, the postholder should:

- Be the first point of contact for the partnership for health professionals and Fast-Track Cities.
- Having completed or commit to completing core peer mentor training at Positively UK,

Safeguarding training, and Mental Health First Aid Training and other training offered by the FTC Getting to Zero Collective.

- Maintain and update knowledge and skills and identify personal development needs and undertake actions to address these.
- Stay informed of the epidemiology and demographics of patients of Chelsea & Westminster NHS Trusts and North Middlesex Hospital NHS Trust.
- Actively participate in team supervision and staff and team meetings at Positively UK
- Attend external supervision with a counsellor.

## Person Specification

E= Essential

D= Desirable

### Experience

1.	A person who is adjusted well to living with HIV and being open about HIV status	Form, Interview (E)
2.	Experience of working with volunteers	Form, Interview (D)
3.	Experience of supporting others to navigate health, social care and support services (including from the voluntary sector)	Form, Interview (E)
4.	Experience of enabling/empowering individuals to overcome barriers/challenges to maintaining and promoting health, wellbeing and independence.	Form, Interview (E)
5.	Experience of working in partnership	Form, Interview (E)
6.	Experience of coordinating people and teams	Form, Interview (E)
7.	Experience in managing and improving processes and structures	Form, Interview (E)
8.	Demonstrable Experience of providing peer support to people presenting with complex need (e.g. mental health, substance misuse)	Form, Interview (E)

### Knowledge and Understanding

1.	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.	Interview (E)
2.	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	Interview (E)

3.	Knowledge of NHS systems and practices	Interview (D)
4.	Ability to work in a cross-cultural context with an understanding of difference cultural approaches to health and wellbeing	Interview (E)
5.	Understanding of how health inequalities can impact on the health and wellbeing of communities and individuals affected by HIV	Interview (E)

### Abilities

a)	Ability to manage services, support and motivate co-workers and teams of professionals	Form, Interview (D)
	Ability to work collaboratively across organisations	
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)

### 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 and Conditions:**

The post will be offered for an initial six-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 – 5:00pm, 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, pro-rata.

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](mailto:spetretti@positivelyuk.org)

**For an application pack contact:** [info@positivelyuk.org](mailto:info@positivelyuk.org)

**Final date for applications:** Applications must be typed and submitted by email by Wednesday 13<sup>th</sup> March 9:00am

**Interviews will be held:** Week commencing Monday 18<sup>th</sup> March