Job Title: Women's HIV Liaison and Support Service Coordinator (Maternity Cover)
Salary: £28,000 – £29,500 depending on experience, pro-rata, for 3 days a week
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: Services Lead
Based: Old Street Office – plus groups and outreach in Lewisham, Southwark and Lambeth. Flexible working from home.
Hours: 21 hours per week
Contract: 10 months initially starting middle of April 2026

Role Summary

South London Peer Support Coordinator will be a woman living with HIV who is well-adjusted to their HIV diagnosis and who is committed to support others living with HIV and has a good understanding of their complex support needs.

The role is part of a partnership with Metro, African Advocacy Foundation (AAF) and Catholics for AIDS Prevention and Support (CAPS). The Coordinator will work mainly though not exclusively with women 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 the South London partnership and a team of people providing peer support at Positively UK, particularly the RISE women's project, 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 various locations in Southwark, Lewisham and Lambeth (in partnership), alongside remote support online and over the phone.

Main Purpose

The purpose of this role is to ensure that women with HIV can have access to group peer support in South London in the LSL boroughs and referrals to other services within the partnership. The role will include working together with women on an individual basis, to provide peer support, to assess needs, refer to relevant services and encourage women to attend the groups. To assist in co-facilitating self-management courses and groups with METRO Charity services manager three times a year plus occasional recently diagnosed courses.

Case Management

To provide one-to-one peer support to include: 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's 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, in person, via telephone or online (Teams, Zoom or Skype).

One-to-one 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 to services within the partnership
- 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 monthly clinical outreach in LSL and provide monthly women's groups at venues in New Cross and Lambeth.

Partnership & Team Working

- Work in collaboration with the LSL partnership, be part of a long standing and vibrant women's service at Positively UK. Promote the peer support service and increase referrals to and from the service.

Peer Mentor Volunteers

- Work with Positively UK Volunteer Manager to identify, recruit and support a small team of peer mentors. These volunteers can be involved in delivering aspects of the partnership such as one-to-one mentoring 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

- 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)	Woman who is 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	Form, Interview (E)
	and understanding about how these issues can be managed or where possible overcome.	
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)

Abilities

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 three-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: sfraser@positivelyuk.org
For an application pack contact: info@positivelyuk.org
Final date for applications: Applications must be typed and submitted by email by 9:00am on Thursday 5 March 2026
Interviews will be held: Wednesday 11 March 2026