Re-Engagement Peer Support Coordinator

North West London

At a Glance

Salary	£32,000 (pro rata, 3.5 days per week)
Contract	12 months, subject to funding — with potential for extension
Hours	24.5 hours per week
Annual Leave	21 days plus bank holidays (pro rata), plus office closure between Christmas and New Year
Pension	8% total (3% employer, 5% employee)
Responsible to	Peer Learning and Partnership Lead
Base	Chelsea and Westminster Trust sites (Kobler Clinic, Dean Street, 10 Hammersmith Broadway, Twickenham) and Imperial NHS Trust sites (St Mary's Hospital), with some remote working and time at our office at 28 Charles Square, London

About Positively UK

Positively UK is a peer-led, peer-run organisation founded in 1987. Over 80% of our staff are living with HIV. We were founded by people with HIV, for people with HIV, and that remains at the heart of everything we do.

We work collaboratively with the NHS to ensure peer support can be accessed easily in clinics, and we offer peer-led services in the community. Our support is holistic: we address the range of needs people with HIV have, including information about HIV, emotional and practical support including welfare, housing and benefits advice, and connections to community and groups.

We work and campaign to end stigma, and we organise a biannual National Conference of People with HIV.

We believe that lived experience is the expertise that makes our work effective. If you join us, you will be part of a community of peer workers who are passionate about ensuring that everyone with HIV has the support they need to live well.

About the Project

Many people living with HIV in North West London are not currently in care. Some have drifted away from services over time. Others face barriers that make staying connected feel impossible:

unstable housing, immigration insecurity, mental health challenges, substance use, poverty, or a loss of trust in services that have not always served them well.

This project exists to find those people and walk alongside them back into care. We are building a dedicated re-engagement team that brings together NHS clinicians, community organisations and peer support. The peer worker is central to this model.

We believe that someone with their own experience of living with HIV, and possibly personal experience of some of the barriers to staying in care, such as drug use, homelessness or navigating the immigration system, would be ideal for this role. We need someone who understands what it means to navigate healthcare, stigma and life's complications, and who can reach people that services alone cannot.

The project covers North West London boroughs including Brent, Ealing, Hounslow, Harrow, Hillingdon, Westminster, Hammersmith and Fulham, and Kensington and Chelsea. It is funded until 2027, with a possibility of extension, and delivered in partnership with Fast-Track Cities London, NHS North West London and the Find and Treat team, and community organisations: Naz Project, PlusHealth and London Friend.

The Role

As Re-Engagement Peer Support Coordinator, you will work closely with a multi-disciplinary team to contact people who have been out of HIV care and support them to come back. This is relational, community-facing work. You will meet people where they are.

The approach is trauma-informed and person-centred. You will work flexibly, meeting people at times and in places that suit them, building trust through shared experience.

Reaching and Engaging People

- Contact people with HIV by phone, text and email, using lists provided by partner hospitals
- Carry out community outreach to reach people who may not respond to direct contact
- Conduct home visits and meet people in community settings where needed
- Register clients into the service as appropriate

Supporting People Back into Care

- Assess each person's needs in a holistic, person-centred way
- Co-create a wellbeing plan with each client
- Signpost and refer to relevant services
- Navigate the wider system, including other peer support provision
- Provide intensive advocacy, including attending appointments alongside clients
- Support access to welfare and benefits, housing advice and immigration advice

- Assist with hardship grants, UKBA/NASS letters and Care Act referrals
- Identify safeguarding concerns and take appropriate action
- Maintain regular follow-up contact
- With appropriate training, carry out basic health checks including taking bloods

Monitoring and Recording

- Keep accurate electronic records using NHS systems
- Use the wellbeing assessment tool consistently

Working as Part of a Team

- Build strong working relationships with HIV clinics at Chelsea and Westminster Trust, Imperial NHS Trust and London North West University Trust
- Work alongside Peer Support Coordinators across all three trusts
- Collaborate with partner organisations NAZ, PlusHealth and London Friend
- Attend clinical meetings, supervision sessions and training

Person Specification

E = Essential | D = Desirable

Experience	E / D
Living with HIV, adjusted well to your diagnosis, and open about your status (positive for at least 2 years)	E
Experience of providing peer support or advocacy	D
Experience of supporting people to navigate health, social care or voluntary sector services	D
Experience of supporting people with complex needs (e.g. mental health, substance use, housing)	D
Knowledge	**E / D**
Strong understanding of the social, economic and psychological issues faced by people living with HIV	E
Knowledge of statutory and voluntary services relevant to people with HIV in London	D
Understanding of health inequalities and how they affect communities affected by HIV	D
Awareness of benefits, housing and immigration systems	D
Skills and Approach	**E / D**

Strong communication skills — written and verbal	E
Commitment to empowering clients	E
Clear understanding of professional boundaries and confidentiality	E
Ability to manage your own time, caseload and priorities effectively	E
Ability to work collaboratively and contribute to a team	E
Willingness to reflect on your practice and use supervision for development	E
IT skills and ability to maintain accurate records	E
Ability to speak a community language	D

Other Information

- The postholder must be based in or able to regularly travel across North West London.
- You must be committed to completing all required training, including safeguarding, peer support, mental health first aid and other NHS mandatory training. Training will be provided.
- The role involves some evening and weekend work. Time off in lieu is offered.
- The post is subject to an Enhanced DBS check.
- This role is only open to people living with HIV, under the genuine occupational requirement for peer-led support (Equality Act 2010, Schedule 9, Part 1).

The post will begin with a three-month probationary period. Continuation in the role is dependent on successfully completing peer mentoring core training.

This post will require flexible working. Evening and weekend working will be required at times; time off in lieu is given and there are no overtime payments.

This job description sets out the key responsibilities of the role. It is not exhaustive. Duties may change as required by Positively UK and the Chief Executive.

How to Apply

We particularly welcome applications from people from Black African and other communities disproportionately affected by HIV, and from people with experience of the immigration system, substance use or homelessness.

Informal enquiries	Silvia Petretti— spetretti@positively.org
Application pack	info@positivelyuk.org

Deadline	Rolling applications – we will review applications as they are received
Interviews	Interviews will be arranged on a rolling basis as applications are reviewed