**Job Description**

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| **Title** | HIV + Peer Support Worker (Redbridge) |
| **Salary** | £28,800 plus 6% pension contribution (pro rata) |
| **Hours of Work** | 21hrs a week. Regular weekend and evening work required. |
| **Reporting to** | Peer Support Team Leader |

**Job Summary**

The role is a part of the Peer Support Team and seeks to improve and maintain the health and wellbeing of HIV+ people through directly working with people living with HIV and overseeing a group of trained volunteers to do the same.

You will help recruit, train, induct and oversee peer support volunteers, together with the Peer Support Team Leader, to enable clients to articulate and achieve their goals; access services and support; promote their health and wellbeing; and build and sustain their levels of independence.

You will deliver and support your volunteers to deliver interventions such as information, advice, goal setting, mentoring to achieve goals, and advocacy.

The role will have a special responsibility for ensuring the Charity’s Peer Support service is culturally accessible and acceptable for our clients who are living in the London Borough of Redbridge.

The role will also be expected to develop new support services based upon emerging need and will also involve advocating on behalf of vulnerable service users

**1.0 Main Activities**

**1.1** To work with and support the Peer Support Team Leader to ensure that the functions of the Peer Support Service (Appointments, Casework, Peer Support Service Volunteer Management, Groups etc) are delivered to expected standards and quality. Further to support the Peer Support Team Leader in the ongoing improvement and development of the services.

**1.2** To provide 1-2-1 peer support (emotional support, information giving, advice, goal setting, mentoring to achieve goals, and advocacy) around a range of issues as defined by the client need. These could include adjusting to being recently diagnosed, starting HIV treatments, living well with HIV, disclosure, sex & relationship issues, 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 inc hospital clinics, via telephone, skype or online.

To participate in the client assessment and registration function of the Charity, develop and implement support plans including making appropriate internal and onward referrals based upon identified need.

To undertake advocacy on a range of issues including applications to grant-giving bodies for hardship support, letters of support for UKBA/NASS and Care Act Referrals.

To ensure that the rota for Positive East’s walk in/reception service is covered and if not to actively support colleagues in the Information & Advice Team to address any gaps. This would involve regular participation in the rota and ensure your volunteers are involved as well.

**1.2.1** To undertake these above activities directly and also through a team of appropriately trained volunteer peer support workers for whom you will be responsible.

**1.3** The role will have a special responsibility for ensuring that the Charity’s peer support service is culturally accessible and sensitive to the needs of Redbridge residents . However, you will be expected to see clients from the diversity of communities we support and support volunteers to undertake work with clients.

**1.4** To co-ordinate and support the development and running of targeted support groups. This will involve the recruitment and management of volunteers to help support the running of the group.

**1.5** To play an active role in the peer support service volunteer recruitment cycle i.e., training, induction, support, and helping peer support volunteers to build their skills, confidence and experience. This will include working with the Peer Support Team Leader to ensure an appropriate number of trained volunteers are available to deliver services.

**1.6** Recruit and manage a volunteer team to undertake the administrative work of the peer support service

**1.7** To help support the promotion of peer support services through use of social media such as Twitter and Facebook. Support may be provided through the use of online technology.

**1.8** To participate in Positive East’s external training programme for professionals in understanding the support needs of people living with HIV.

**2.0 Monitoring & Case Recording**

**2.1** To maintain and regularly collate, relevant records of people using Positive East’s services. This will include activity monitoring, casework recording, outcomes measurements and evaluation of the service. This will include inputting such information on the Charity’s own database (currently based on a Salesforce) and any other such databases related to the Charity’s contracts (e.g. Tower Hamlets Hublink)

**2.1.1** To identify compile and submit appropriate cases to be used as case studies for team and organisational report purposes.

**2.2** Oversee and ensure, through active monitoring, the maintenance of best practice in peer support volunteers.

**3.0 Representation and liaison**

**3.1** Develop and maintain relationships with internal and external existing and potential sources of referrals.

**3.2** To act as a spokesperson and to represent Positive East at external meetings for the peer support service as agreed with the manager

**3.3** Ensure that there are clear and operational referral pathways both internally and externally into the peer support service.

**3.4** To provide training and information to workers and external agencies on issues related to supporting people living with HIV as agreed with the line manager.

**4.0 General**

**4.1** To keep abreast of medical, social and epidemiological developments in the field of HIV, and changes in legislation and regulations relating to the health and wellbeing of people living with HIV. To undertake training as required.

**4.2** To carry out all duties with due regard to relevant legislation and guidance, the organisations Equal Opportunities polices and all other polices of Positive East.

**4.3** To work in a professional and boundaried manner in the best interests of people living with HIV.

**4.4** To actively support the Charity’s fundraising activities this will include generating and implementing (as agreed with the Charity’s Fundraising Function) fundraising ideas and activities; supporting the completion of fundraising applications through sharing ideas and information with the fundraising team in a timely manner; and involvement in Charity fundraising events.

**4.5** To actively promote the Charity, in the course of your duties, with clients, Health & Social Care professionals, and other relevant stakeholders. This could range from ensuring that our posters and leaflets are up at outreach clinics, promoting the Charity in your everyday engagement with people, identifying matters that can be shared on social media, giving talks, and always being a good ambassador for the Charity.

**4.6** To play an active role in being part of the wider Positive East team to ensure that we achieve both our day to day and strategic objectives. This may mean showing flexibility in your role to support colleagues as appropriate. It will also include taking a solution focused ‘can do’ attitude to problems or issues as they arise. To be part of a multi disciplinary team and contribute to the overall development of services

**4.7** Support the Charity’s activities as agreed with line manager around events including World AIDS Day, Pride, Positive East presentations and launches or other key annual events

**4.8** To carry out any duties appropriate to the grade as required by your line manager. The post will involve some evening and/or weekend work. Time off will be given in lieu of overtime.



**Person Specification**

**Peer Support Worker for Gay and Bisexual Men**

Experience

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| a) | Adjusted well to living with HIV and being open about your HIV status (i.e. HIV positive for between 3 and 5 years | Form, Interview (E) |
| b) | Experience of successfully managing volunteers providing emotional and practical support to individuals | Form, Interview (E) |
| c) | Experience of successfully supporting others to navigate health, social care and support services (including from the voluntary sector) | Form, Interview (E) |
| c) | Experience of enabling/Empowering individuals to overcome barriers/challenges to maintaining and promoting health, wellbeing and independence. | Form, Interview (E) |
| d) | Experience of providing advocacy and support | Form, Interview (E) |
| g) | Experience of providing peer support | Form, Interview (E) |
| h) | Experience of group work or group facilitation | Form, Interview (E) |

**Knowledge and Understanding**

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| 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 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) |
| c) | Ability to work in a cross cultural context with an understanding of difference cultural approaches to health and well being | Interview (E) |
| d) | NVQ advocacy qualification or equivalent. (application will be willing to study for qualification ) | Form (D) |

**Ability**

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| A) | Ability to manage support, develop and motivate volunteers | Form, Interview (E) |
| b) | Strong oral and written communication skills | Form, Interview (E) |
| c) | Ability to communicate complex information in an easily understood manner | 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) |
| l) | Ability to apply equalities in practice | Interview(E) |
| n) | Ability to speak a community language | Form (D) |

**Attitudes**

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| 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 ‘can do’ approach | Form, Interview (E) |