**Job Description**

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| **Title** | Health and Wellbeing Coordinator |
| **Salary** | £28,800 + 6% pension contribution |
| **Hours of Work** | 36 hrs a week. Regular weekend and evening work required. |
| **Reporting to** | Peer Support Coordinator |

**Job Summary**

This post will contribute towards enabling people living with HIV to maintain and promote their health and wellbeing. This will be done through the coordination and delivery of a number of group based interventions, including regular support groups, workshops and one off information seminars for people living with HIV. The post will also manage a range of existing health and wellbeing related activities and actively seek out new and engaging activities that have a broad appeal to people living with HIV.

The post will also involve the recruitment, training coordination and support of a team of peer support volunteers to help deliver the service.

The role will also be expected to develop new support services based upon emerging need.

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.

The post will involve some evening and weekend work

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

1.3 Plan, coordinate and deliver with your volunteer team and members of the peer support team, regular support groups including groups for, gay and bisexual men, African service users, over 50’s and women.

1.4 Organise workshops, courses and guest speakers on a variety of topics to promote the holistic health and wellbeing of people living with HIV. This will include secondary HIV prevention work and will compliment work undertaken in support groups.

1.5 Ensure that there are clear and operational referral pathways both internally and externally into appropriate services based on identified need.

1.6 Recruit and manage a volunteer team to undertake the administrative work of the service.

1.7 Train, support and manage a team of volunteers to deliver the health and wellbeing services.

1.8 Coordinate and manage existing health and wellbeing activities including the gymnasium, and complementary therapies.

1.9 Participate in a rota of staff to cover absences in Positive East’s walk in/reception service.

1.10 To support our testing and prevention programmes by undertaking training as a peer tester and deliver point of care testing.

1.11 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.

1.12 Identify emerging need and to develop health and wellbeing activities to meet identified need.

1.13 Coordinate the production of our online health and wellbeing e- newsletter.

**2.0 Monitoring & Case Recording**

2.1 To maintain and regularly collate, relevant records of people using Positive East’s services, as agreed with the Information & Advice Team Manager. This will include activity monitoring, casework recording, outcomes measurements and evaluation of the service. This will involve 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.

2.2Ensure that reports and case studies are produced as required

**3.0 Representation and liaison**

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

3.2To act as a spokesperson and to represent Positive East at external meetings for the peer support service as agreed with the manager. This may include participation in Positive East’s external programme for professionals in understanding the support needs of people living with HIV.

3.3To 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

4.7Support 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

4.9 To carry out any duties appropriate to the grade as required by your line manager

May 2018



**Person Specification**

**Health and Wellbeing Coordinator.**

**Experience**

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| a) | Experience of enabling/empowering individuals to overcome barriers/challenges to maintaining and promoting health, wellbeing and independence. | Form, Interview (E) |
| b) | Experience of provision of group work, workshop or group facilitation | Form, Interview (E) |
| c) | Experience of successfully managing volunteers | Form, Interview (E) |
| 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 undertaking assessments and implement support or development plans | Form, Interview (E) |
| f) | Experience of developing online news letter or information | Interview (D) |

**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) | Understanding of how to identify emerging need and develop services to meet identified need | 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) |

**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 and social media 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) |
| m) | Willingness to train as an HIV tester | Form (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) |

May 2018