



Job Description:	HIV Peer Support Coordinator
Funded By:	Various funders including The National Lottery Community Fund and Henry Smith Charity
Responsible to:	Head of Operations
Responsible for:	Peer Mentors
Location:	Easton Community Centre, Kilburn Street, Bristol, BS5 6AW
Purpose of Job:	To work as a part of a team delivering the services of Brigstowe, specifically to: -

To coordinate and develop Brigstowe's Peer Support Service under the guidance of the Head of Operations.

1. To promote, coordinate, develop, monitor and evaluate the Peer Support Service and Clinic Mentoring for PLWHIV using digital platforms, such as zoom, as well as face-to-face.
2. To work with volunteers, staff, clients, trustees and senior managers to consider the changing needs of people living with HIV and develop new services to meet those needs.
3. Contribute to the development of the organisation and continued funding.
4. Encourage, facilitate and support client involvement in Brigstowe, local and national events.
5. General duties as outlined below.

Main Tasks:

1. Peer Support Service

- 1.1 Assist with the development of policies, procedures and training materials for the Peer Support Service including the development of an information resource for Peer Mentors (PMs)
- 1.2 Promote the service amongst relevant agencies, forums and clients in order to recruit potential PM's and clients

- 1.3 Recruit, interview, induct and carry out ongoing supervision for PM's. Ensure that applicants who are not suitable for the PM's role are signposted to alternative volunteering opportunities (internal or external)
- 1.4 Assist on the delivery of the PM's core training (3 days)
- 1.5 Coordinate, maintain & develop the peer support referral process including assessing, matching, supporting and reviewing peer support relationships.
- 1.6 Sustain the contract between each PM and Brigstowe that clearly states the remit, responsibilities and boundaries of the PM role
- 1.7 Maintain & develop the contract between each PM and the mentee that clearly states the remit, responsibilities and boundaries of the relationship and which identifies those areas the client wishes to address in the partnership
- 1.8 Maintain training, supervision, support programs and facilitate opportunities for PM's professional development.
- 1.9 Liaise with other organisations & agencies to promote peer mentoring.
- 1.10 Develop and maintain systems for evaluation of the service including collection of outputs, outcomes and client / PM's feedback. Continue to develop the service based on the results.
- 1.11 To work with Head of Operations to develop the service and collect information in such a way as to evidence the value of the service and maximize the chance of obtaining future funding for the service.
- 1.12 To write funder reports to evidence activities, outputs, outcomes, impact and learning of the service.

2. Clinic Peer Support

- 2.1 Assist with the reintroduction of Clinic Peer Mentors at the HIV clinic at Southmead hospital
- 2.2 Recruit, train and induct new Clinic Mentors as required
- 2.3 Coordinate with the HIV clinic to ensure Clinic Peer Mentors are present at clinic

2.4 Provide ongoing supervision and learning development opportunities to clinic mentors

2.5 In partnership with the HIV clinic, develop options and implement the provision of clinic peer support digitally

2.6

2.6 Promote and showcase the service amongst relevant agencies, forums and clients

Project Development

3.1 To work with staff, volunteers, clients and trustees to consider the changing needs of people living with HIV. Develop ideas for new services to meet those needs in consultation with all relevant stakeholders.

4 Client Involvement

To encourage client involvement in the opportunities offered by Brigstowe:

- exchange of information
- planning of day-to day activities, providing opportunities for people to get together e.g. “**All IN**” client group
- more broad-based activities such as planning and evaluation of service and policy development
- recruitment
- governance of Brigstowe i.e. trusteeship, and in local authority-wide and national policy developments.

5 General

- 5.1 To work alongside other staff to carry out appropriate administrative tasks (e.g. word processing, filing) in support of own work and the wider teams.
- 5.2 To participate in regular supervision, staff training and development events and undertake training opportunities in order to carry out the role in the most effective manner.
- 5.3 To be aware of and adhere to all relevant financial procedures and regulations and to report any discrepancies either on the part of the post-holder or others to the manager immediately.
- 5.4 To safeguard at all times confidentiality of information relating to staff, volunteers and service users. Ensure that all personal data is held in accordance with General Data Protection Regulations
- 5.5 To work towards promoting equal opportunities and valuing diversity in relation to service users, volunteers and colleagues.
- 5.6 In line with Brigstowe and local authority Adult and Children's Safeguarding Boards to ensure that service users and volunteers are safeguarded by recognizing, responding and reporting any concerns of abuse or neglect.
- 5.7 To work with interpreting services as and when appropriate.
- 5.8 To be a good team player and work constructively with colleagues, and Trustees in all aspects of your work.
- 5.9 To be prepared to work evenings and weekends as the role requires e.g. some Peer Mentors or mentees may be in full-time employment.
- 5.10 To undertake any other duties which may reasonably fall within the scope of the post.
- 5.11 Safety: to take responsibility for ensuring own safety, in line with statutory requirements.

Person Specification

Criteria	Essential	Desirable	How Assessed
Experience/Skills			
Experience of recruiting and managing volunteers	✓		Application, Interview
Experience of working to deadlines and meeting targets	✓		Application, Interview
Experience of working with and supporting mentors		✓	Application, Interview
Personal experience of providing peer support (not necessarily for PLWHIV)		✓	Application, Interview
Experience of working with people with complex needs and/or in crisis	✓		Application, Interview
Experience of planning and delivering training		✓	Application, Interview
Experience of delivering presentations	✓		Application, Interview
Strong communication (verbal & written) and interpersonal skills	✓		Application, Interview
Excellent IT & numeracy skills (Microsoft Word, Excel, using databases and digital platforms such as Zoom)	✓		Application, Interview
Ability to assess, plan and prioritise work in a busy office environment. Able to work to deadlines and meet targets (organisational skills)	✓		Application, Interview
Ability to work on own initiative	✓		Application, Interview
Direct experience of HIV through personal, work, family or social life		✓	Application, Interview

Knowledge/qualifications			
An understanding of monitoring and evaluation	✓		Application, Interview
A detailed understanding of HIV and issues related to it	✓		Application, Interview
An understanding of the voluntary sector	✓		Application, Interview
A volunteer management qualification		✓	Application
Personal Attributes			
A commitment to working within Brigstowe's service delivery ethos of respect, empowerment and inclusion	✓		Application, Interview
A commitment to embracing diversity and challenging HIV stigma and discrimination	✓		Application, Interview
A commitment to identifying problems and finding solutions by reflecting on professional practice with the aim of continuous development	✓		Application, Interview
Willingness and ability to carry out all tasks in line Brigstowe policies and to uphold these at all times	✓		Application, Interview
Ability and willingness to work at weekends and evenings when required	✓		Application, Interview
Ability to travel to attend client or volunteer meetings, training, conferences and any other meetings required and relevant to the role.	✓		Application, Interview