

Role Description

Role title:	Re-engagement in Care Project Manager / Case Navigator
Hours:	18 per week
Salary range:	£ 20,550 - £21,687 (dependent on experience) £ 39,959 - £42,170 (full-time equivalent)
NHS Banding:	Band 6
Contract:	Fixed Term – 12 months (3-month probationary period)
Base:	Chelsea & Westminster Hospital, hybrid of in-clinic, community locations and remote working
Reports to:	National Service Lead – Peer Support Programme Clinical Lead (Consultant Physician)
Liases with:	Partner organisation leads, clinic teams, Fast-Track Cities
Accountable to:	Directorate Manager / Programme Board
DBS	Yes, enhanced
Purpose of role:	The postholder will provide specialist project coordination and case management to support delivery of a complex, multi-agency HIV re-engagement programme across Northwest London.

Working with a high degree of autonomy, the role requires analysis, interpretation and coordination of complex information, including clinical, psychosocial and system-level data, to support identification and re-engagement of individuals living with HIV who are out of care.

The postholder will operate across organisational boundaries, coordinating care and services across multiple NHS Trusts, primary care, public health and voluntary sector partners. They will hold responsibility for a defined caseload of individuals with multiple and intersecting needs, requiring tailored, trauma-informed and person-centred interventions.

Key Working Relationships:

- HIV clinical teams across:
 - Chelsea and Westminster Hospital NHS Foundation Trust
 - Imperial College Healthcare NHS Trust
 - London Northwest University Healthcare NHS Trust
- Northwest London Integrated Care Board
- UK Health Security Agency (UKHSA)
- Fast-Track Cities London
- Primary Care and Public Health teams
- Voluntary and Community Sector Organisations (including peer support providers)

Key Responsibilities:

Programme and Project Management

- Lead the day-to-day operational coordination of a complex, multi-partner programme across NWL
- Develop, implement and monitor project plans, workstreams, risk registers and performance frameworks
- Analyse programme data and activity to identify risks, trends and areas requiring intervention, taking appropriate action
- Coordinate and contribute to multidisciplinary and multi-agency meetings, ensuring effective follow-up and delivery
- Prepare and present high-quality reports and updates to senior stakeholders and programme boards
- Exercise judgement in prioritising workload and resources across competing programme demands

Complex Care Navigation and Case Management

- Hold and manage a defined caseload of individuals with complex health and social needs, including those experiencing homelessness, mental ill-health, substance use and immigration challenges.
- Undertake holistic assessment and care coordination, integrating clinical, psychological and social factors.
- Develop and implement individualised re-engagement plans, adapting approaches based on risk, engagement level and need.
- Work autonomously to make decisions regarding prioritisation, escalation and coordination of care.
- Coordinate access to HIV treatment, diagnostics and wider support services across organisational boundaries.
- Support sustained engagement through proactive follow-up, problem-solving and relationship-based approaches.

Data Analysis and Information Management

- Analyse and interpret complex datasets from multiple sources (e.g. clinic systems, public health data, pharmacy alerts).
- Validate and reconcile data to identify individuals genuinely lost to care.
- Maintain accurate, contemporaneous records and contribute to shared data dashboards and reporting systems.
- Apply judgement to balance data accuracy, confidentiality and clinical relevance.

Cross-System Working and Partnership Development

- Act as a key coordination point across multiple NHS Trusts and partner organisations, ensuring aligned and efficient pathways.
- Develop effective working relationships to remove barriers and improve system responsiveness.
- Contribute to development of integrated care pathways and service improvements across NWL.
- Support alignment with wider initiatives (e.g. Fast-Track Cities, ED opt-out testing, Find & Treat).

Service Improvement and Innovation

- Identify gaps, inefficiencies and barriers within existing pathways and propose improvements.
- Contribute to quality improvement cycles (e.g. PDSA) and implementation of new models of care.
- Support development of innovative approaches, including community-based, peer-led and digital engagement models.

Safeguarding, Risk and Governance

- Work within established policies, exercising independent judgement in managing risk and safeguarding concerns.
- Identify and escalate risks relating to patient safety, confidentiality and programme delivery.
- Ensure compliance with information governance, data protection and safeguarding frameworks.

Equality, Diversity and Inclusion

- Deliver care and coordination in a culturally competent, trauma-informed and stigma-free manner
- Actively address barriers linked to health inequalities and social determinants of health
- Promote inclusive and equitable service delivery across all partners

Freedom to Act - The postholder is expected to:

- Work independently within defined policies and procedures, using initiative to resolve complex issues
- Exercise judgement in prioritisation, risk assessment and decision-making



- Escalate complex or high-risk situations appropriately to clinical or managerial leads

Supervision and personal development

- Attend monthly clinical supervision sessions and discuss any immediate supervision needs with clinic management teams and line manager
- Attend team meetings and multi-disciplinary team meetings as required either in person or remotely via video link
- Identify personal development goals and undertake agreed actions to address these goals
- Participate in continuous professional development, and training as required by the role

General duties

- To be a good team player and work constructively with colleagues, volunteers and trustees in all aspects of your work
- At all times to carry out responsibilities within the framework of the charities' policies and procedures
- To have a flexible approach to hours worked which may include evenings and weekends as required to fulfil the duties of the role
- To undertake any other duties that may reasonably fall within the scope of this role

Person Specification

Qualifications

Essential:

- Degree or equivalent experience in relevant field
- Evidence of ongoing professional development

Desirable:

- Project management qualification or equivalent experience

Experience

Essential:

- Experience coordinating projects or services across multiple teams or organisations
- Experience managing complex caseloads or coordinating care for individuals with multiple needs
- Experience working with vulnerable or marginalised groups

Desirable:

- Experience of delivering peer support in-clinic, online and in community settings
- Experience in HIV, sexual health or long-term conditions
- Experience working across NHS and voluntary sector partnerships

Knowledge

Essential:

- Knowledge of integrated care systems and multi-agency working
- Understanding of health inequalities and social determinants of health
- Knowledge of safeguarding and confidentiality

Desirable:

- Knowledge of HIV care pathways and national guidance

Skills

Essential:

- Ability to analyse and interpret complex information and data
- Advanced organisational and planning skills
- Ability to work independently and make decisions within scope
- Strong communication and stakeholder engagement skills

Personal Qualities

- Resilient and adaptable
- Able to work with ambiguity and complexity
- Committed to patient-centred, inclusive care
- High level of professionalism and integrity