

Plushealth Role Description

Role title:	Peer Support
Hours:	16 per week
Salary:	£12,800 (actual salary) £28,000 (full-time equivalent)
Contract:	Fixed Term 18 months (3-month probationary period)
Based:	London, hybrid of remote working and in-clinic working across Northwest London clinics
Reports to:	National Service Lead – Peer Support
Liaises with:	Partner organisation leads, clinic teams, Fast-Track Cities improvement community managers
DBS	Yes, enhanced
Purpose of role:	To deliver online and in-clinic peer support for people attending specialist HIV clinics located across Northwest London as part of Fast-Track Cities HIV improvement community project Ensure people living with HIV receive person centred support which reflects their individual requirements working in partnership with their clinical care team Support our National Service Lead – Peer Support and partner organisations to develop and improve the service using quality improvement methodology

Key Responsibilities

Peer Support Delivery

- Ensure all peer support referrals are contacted in an appropriate, timely manner to facilitate engagement with the service
- Complete peer participant assessment and necessary documentation ensuring all information is accurately recorded
- Facilitate and deliver one-to-one peer participant online or in-clinic appointments ensuring effective and safe delivery at all times

- Identify any safeguarding concerns, taking the appropriate action in line with Plushealth and clinic partner protocols and reporting
- Complete onward referrals to other clinic, support services such as mental health, psychology and other relevant services
- Identify suitable sign posting opportunities with other HIV services which complement and support the goals of the peer participants you work with
- Enter and update appointments and appointment notes using local electronic patient record and Plushealth reporting systems
- Manage and update appointment booking templates to ensure suitable online and in-clinic appointment slots are available and efficiently used
- Support volunteers to signpost/refer clients to other services as needed, particularly those with more complex support requirements

Collaboration & service development

- Develop a work plan to meet the project specification as agreed with our partner organisations and National Service Lead – Peer Support
- Monitor and evaluate service quality of peer participants in line with agreed procedures and service specification requirements
- Maintain and develop good working relationships with partner organisations and clinical care and other patient support teams
- Work collaboratively with other HIV support organisations to support the development of a London wide peer support network
- Use agreed quality improvement methodology and data reporting to identify, implement and review service change ideas
- Attend and represent Plushealth at Quality Improvement (QI) meetings as required by Fast-Track Cities, London programme

Supervision and personal development

- Attend monthly clinical supervision sessions and discuss any immediate supervision needs with clinic management team and / or Plushealth line manager
- Attend weekly 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 your personal development goals
- Participate in continuous professional development, and training as required by the role



Person Specification

- Be someone confident living openly with HIV with a good understanding of the impact HIV can have on the lives of those living with this long-term health condition **(essential)**
- Have a basic understanding of HIV science, treatment and standards of care people living with HIV can expect to receive **(essential)**
- Demonstrate experience of delivering peer support in person, online, telephone or email **(essential)**
- Have a good working knowledge of digital communication methods particularly WhatsApp, Zoom, Skype, Teams and other similar technologies **(essential)**
- Demonstrate excellent organisational skills, particularly appointment management with the ability to work remotely using own initiative and as part of a wider team **(essential)**
- Demonstrate excellent written & verbal communication skills, and experience of using Microsoft office applications and email **(essential)**
- Be reliable, punctual and demonstrate good time management **(essential)**
- Demonstrate a good understanding of diversity, equality and inclusion for peer participants and team members **(essential)**
- Demonstrate the practical application of privacy, confidentiality and GDPR in the context of delivering peer support and associated administrative tasks **(essential)**
- Demonstrate previous experience of working collaboratively as part of a wider multi-agency team **(desirable)**
- Demonstrate an understanding of monitoring service quality and the reporting service KPI's **(desirable)**
- Hold a recognised or accredited peer support and treatment knowledge qualification **(desirable)**
- Completed mental health first aid training or be willing to undertake this training **(desirable)**
- Hold a suitable train the trainer certificate or be willing to undertake similar training **(desirable)**
- Ability to understand complex medical information and put it in easily understandable language **(desirable)**



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Work Pattern

The successful candidate will have a flexible approach to delivering peer support within a hybrid of home and in-clinic working. The role requires one evening clinic session each week and the occasional weekend clinic as required.

- **In-clinic peer support** – 1 four-hour clinic session
- **Remote peer support** – 3 four-hour phone or video call peer support clinic sessions

Each four-hour clinic slot will provide up to three one to one appointments, each lasting around 50 minutes. The maximum number of appointments each week would be between 10 and 12. This will ensure time to update notes, make necessary referrals and contact referrals into the service.

Given the nature of our work it is vital that when working from home (or agreed designated place) that privacy and confidentiality is maintained at all times and that a suitable private space is available when working remotely or accessing NHS systems.

