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2 July 2024

Dear Applicant

Thank you for your interest in the post of **Assessment, Advocacy & Advice Lead**

In this pack you will find:

- Job Description
- Person Specification

On our website you will find:

- Application Form
- Guidance Notes for Applicants
- Monitoring Form
- Our Equal Opportunities Policy Statement

Please note that CVs **will not be considered** as part of your application, we will be short-listing from fully filled out application forms only.

Your completed application form should be sent to arrive no later than **9:00am on Thursday 18<sup>th</sup> July 2024** by email to [recruitment@metrocharity.org.uk](mailto:recruitment@metrocharity.org.uk). Please include your full name in the message subject line. Your email including attachments must not exceed 5MB in size. Please also complete the Equality and Diversity monitoring form.

Interviews, will be in person at one of METRO's offices, **week beginning 29<sup>nd</sup> July 2024**.

For further information regarding this post please contact **Edith Ntabyera** on **020 8305 5000** or by email [edith.ntabyera@metrocharity.org.uk](mailto:edith.ntabyera@metrocharity.org.uk).

We look forward to hearing from you.

Best wishes

Joel Robinson Acting Co-CEO

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SE18 6FH

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**METRO Gillingham**  
Long Catlis Road  
Parkwood, Rainham  
Gillingham  
Kent  
ME8 9PR

**METRO GAD**  
The Forum at Greenwich  
Trafalgar Road  
London  
SE10 9EQ

**METRO New Cross**  
The Mulberry Centre  
15 Amersham Vale  
London  
SE14 6LE

# Job description

## Key details

<b>Job title</b>	Assessment, Advocacy & Advice Lead
<b>Employment status</b>	Full-time
<b>Duration</b>	Fixed-term until 30 <sup>th</sup> June 2025, with the possibility of extension
<b>Salary/Wage</b>	£29,870
<b>Hours</b>	35 hours a week, Monday – Friday with some occasional evening and weekend working.
<b>Line manager</b>	London HIV Support Services Manager
<b>Coordinated by</b>	Head of HIV
<b>Employer</b>	METRO Charity (The Metro Centre Ltd)
<b>Location</b>	The main location of work is METRO New Cross, METRO Woolwich, and METRO Lambeth, as well as outreach in LSL and Wandsworth, which includes working in HIV Gum Clinics

## Job outline

The Assessment, Advocacy & Advice Lead will provide frontline and foundation services to people diagnosed with HIV in Lewisham, Southwark and Lambeth as part of the Bridges partnership and Wandsworth HIV Support. These services include assessment, emotional support and advice and advocacy for issues such as housing, welfare benefits, debt, dealing with stigma or treatment adherence, plus facilitated signposting and referral into other support including counselling, peer support and immigration. As well as other linked-in services such as Bridges Partnership and more.

Work in this post requires The Assessment, Advocacy & Advice Lead to exercise relatively independent judgement requiring a more significant degree of understanding or professional principles, techniques, standards and rules. Contact with the individuals, their families, representatives of professional and community groups and the general public is a significant aspect of this post.

## Programme

As part of Bridges programme and Wandsworth HIV Care, the service will support new and previously diagnosed service users as well as family members/or carers who live in the same household. The programme will support PLWHIV and improve their health and well-being through the provision of services, delivered both face-to-face and virtually where appropriate

## Main tasks

1. Provide holistic advice & advocacy support for people living with HIV across London boroughs of Wandsworth, Lewisham, Southwark and Lambeth to help them with access to practical, emotional and social support that will strengthen and promote their wellbeing.
2. To provide quality case work for individuals with complex needs, liaising with statutory sector social workers, attend multi-disciplinary team meetings as and when required and to develop good relationships with a range of statutory and voluntary sector organisations, including HIV clinics, and GPs.
3. Provide advice and advocacy support to clients around welfare and housing issues, and act as a conduit to provide signposting to a range of practical and social support and other referrals.
4. To use direct work skills and advocacy that proactively strengthens functioning, managing HIV and good sexual health, welfare and reduce stigma
5. To network with key contacts from South London boroughs, including attending HIV GUM clinics to see clients, attending relevant meetings, and building relationships, so that key populations can be best served from this service, e.g. MSM, BME and emerging migrant communities.
6. To accurately record notes and care records on Salesforce, CMS and other NHS databases, to contribute to service governance and care pathway information, providing clients with good quality case notes, and in line with METRO's information governance, service governance and legal and statutory duties when working with complex vulnerable clients.
7. To have a good understanding of Safeguarding issues, including advanced safeguarding, and to be able to support other team members to actively recognize, record, and report any safeguarding concerns to the Safeguarding Lead as in line with METRO's safeguarding policy and procedures.
8. To carry out assessments and reviews of client cases in line with METRO case review procedures.
9. To manage and support clients with advice case work and develop an appropriate service plan for the individual client.
10. Keep up to date with government policy changes in welfare benefits and housing by attending relevant training.
11. To manage and supervise volunteers directly and work closely with them and other staff in service delivery, engaging them in their own service development process.

## Other duties

1. Adhere to METRO policies and procedures at all times.
2. In line with METRO's policy on Information Governance (IG), confidentiality and data handling, you will be expected to undertake, pass and maintain the required IG modules as indicated by your line manager.
3. Ensure sensitive and confidential recording and handling of information in accordance with the Data Protection Act, GDPR regulations and METRO's Information Governance policies.
4. In line with METRO's policy on Safeguarding, you will be expected to undertake, pass and maintain the required Safeguarding Training modules as indicated by your line manager.
5. Attend regular supervision, and to undertake appropriate training as agreed. Maintain and update knowledge, skills and undertake continuing education in accordance with personal and service needs within a framework of a personal development plan.
6. Undertake any other appropriate duties as requested by your manager. If these duties are extensive and of a higher job description scale, the terms and conditions of the post may be varied in negotiation with your line manager.

## Person specification

Qualification, Knowledge & Experience	Skills and Abilities	Essential or Desirable	Application Form, Interview, Presentation
Detailed knowledge of the principles and practices of community development		Essential	AF & I
A year's experience in assessment & Advocacy in welfare Benefits and Housing Support	The ability to offer advice, information and informal support both face to face and by telephone in a sensitive, non-judgmental manner	Essential	AF & I
	Good assessment and case management skills.	Essential	AF & I
In depth knowledge and understanding of issues affecting people living and affected by HIV		Essential	AF & I
	Ability to work and communicate in a manner which empowers vulnerable people	Essential	AF & I
An understanding of discrimination and how this can affect different communities		Essential	AF & I
Well- developed understanding of current HIV treatment & prevention paradigms and methodologies		Essential	AF & I
An understanding of the importance of confidentiality as it relates to this work		Essential	AF & I
Experience of supervising staff and volunteers		Desirable	AF & I
	Ability to work on own initiative, as well as work as part of a team	Essential	AF & I
Experience of maintaining relationships with statutory and other voluntary service providers		Essential	AF & I

	Good IT and report writing skills	Essential	AF
	Ability to travel across London boroughs	Essential	AF & I
Experience of group work		Desirable	AF & I
Experience of chairing or participating in meetings which include service users		Desirable	AF & I