



MAYOR OF LONDON



INVESTORS IN PEOPLE | Accredited Until 2022



14 September 2021

Dear Applicant

Thank you for your interest in the post of HIV Family Support Social Worker.

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** part of your application; we will only be short-listing filled out application forms.

Your completed application form, together with your completed monitoring form, should be sent to arrive **no later than 9:00 am on Friday Friday 1<sup>st</sup> October 2021** 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. We cannot accept applications by post at this time.

Interviews, likely held over Zoom, will take place in the **week beginning 11<sup>th</sup> October 2021**.

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

Dr Greg Ussher, CEO

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

# Job description

## Key details

<b>Job title</b>	HIV Family Support Social Worker
<b>Employment status</b>	Full-time
<b>Duration</b>	Fixed-term until 31 March 2023, with the possibility of extension
<b>Salary/Wage</b>	£28,171 - £32,000
<b>Hours</b>	35 hours a week
<b>Accountable to</b>	METRO Head of HIV, Mental Health & Wellbeing
<b>Line Manager</b>	METRO HIV Family Support, Advice & Advocacy Services Manager
<b>Responsible for</b>	METRO HIV Family Support workers (2)
<b>Employer</b>	METRO Charity (The Metro Centre Ltd)
<b>Location</b>	METRO Offices and community locations in South London

## Job outline

As the HIV Family Support Social Worker, you will deliver a programme of social work support to families living with or affected by HIV.

You will be responsible for line managing a team of Family Support Workers (2 posts within the wider team), volunteers, and student social workers and for providing practical, emotional and social support to clients one-to-one and in groups. This will involve meeting families in their own homes and in community locations to assess their needs, case planning, and linkage to other services.

### Programme

You will work in a family support team that covers Croydon, Lambeth, Southwark, Lewisham, Merton, Kingston, Wandsworth, Richmond, and Sutton. You will also be responsible for our Fast Track HIV Cities funded project, Stay and Play, which includes a groupwork approach to support parents of young children to remain engaged in HIV care.

### Role

The post will suit an experienced community social worker with a passion for helping people living with HIV achieve their potential. You will be empathetic, non-judgmental, caring, and professional. You will work directly with families helping them in areas related to HIV, including

mental and physical health, stigma, discrimination, HIV treatment information, and social care support.

## Main tasks

1. Deliver a child and family-focused support programme for families living with or affected by HIV.
2. Contribute to performance reports for funders, including collecting and presenting data.
3. Supervise and line manage Family Support workers, volunteers and/or student social workers under METRO policies and procedures.
4. Directly provide families with practical, emotional, and social support around complex needs to improve their wellbeing or, where necessary, signpost/refer to relevant services.
5. Use direct work skills and advocacy to strengthen family relationships and functioning, manage HIV, maintain sound sexual health, ensure children's welfare, promote parental-child communication, and reduce stigma.
6. Conduct home visits to assess support needs, draw up and coordinate care plans and case reviews in line with METRO family support procedures and complete high-quality casework with families with complex needs.
7. Attend multi-disciplinary team meetings and develop good relationships with key stakeholders, including social workers and various statutory and voluntary sector organisations, including HIV clinics and GPs.
8. Keep abreast of current issues, developments, legislation, and guidance in the HIV and sexual health fields and childcare/family support fields, and be aware of other agencies and services available.
9. Work directly with clinics and parents to ensure children at risk of HIV acquisition know about transmission and testing.
10. Record notes and keep up-to-date client records in line with METRO's information governance, service governance, and legal and statutory duties when working with complex, vulnerable clients.
11. Attend monthly family support & advocacy team meetings.
12. Deal with safeguarding and child protection issues and support other team members to recognise, record actively, and report any safeguarding concerns to the safeguarding lead in line with METRO's safeguarding policy and procedures.
13. Coordinate a monthly group for parents with young children.

## 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, we will expect you 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 under the Data Protection Act, GDPR, and METRO's Information Governance Policies.
4. In line with METRO's policy on Safeguarding, you will undertake, pass and maintain the required Safeguarding Training Modules as indicated by your line manager.
5. Attend regular supervision and undertake appropriate training as agreed. Maintain and update knowledge and skills and undertake continuing education according to personal and service needs within a framework of a personal development plan.

6. Undertake any other appropriate duties as requested by the Manager. The post's terms and conditions may vary in negotiation with your line manager if these duties are extensive and of a larger job description scale.

## Person specification

Qualification, Knowledge & Experience	Skills and Abilities	Essential or Desirable	Application Form, Interview, Presentation
Maintain/work to achieve Social Work Qualification and HCPC registration		Essential	AF & I
	Skills and ability to work from a child-centred and relationship-based approach	Essential	AF & I
Advanced knowledge and understanding of law and practice to safeguarding children and children's rights and preventative family support		Essential	AF & I
Experience leading projects and managing staff and volunteers competently		Essential	AF & I
In-depth knowledge and understanding of the diverse needs of children and young people affected by HIV and social determinants of health and wellbeing		Essential	AF & I
Understanding of parenting skills and positive behaviour management		Essential	AF & I
At least two years experience of working with children and families		Desirable	AF & I
	Ability to use initiative and work in a confident, assertive manner, particularly with safeguarding children	Essential	AF & I

	Able to demonstrate resilience when handling traumatic issues	Desirable	AF & I
Well-developed understanding of current HIV treatment and prevention		Essential	AF & I
Experience of multi-cultural, family social care or support		Essential	AF & I
	Good assessment and case management skills.	Essential	AF & I
Knowledge and understanding of specific needs of children and families living with or affected by HIV		Essential	AF & I
Experience of advocacy in welfare & housing support		Desirable	AF & I
Experience in facilitating groups of clients or service users in educational and peer-led programmes		Essential	AF & I
	IT skills – Experience of using Word, Excel, Outlook, and using databases	Essential	AF
Understanding of confidentiality and boundaries as related to this work		Essential	AF & I
	Ability to travel across London boroughs	Essential	AF
Experience in building and maintaining key stakeholder relationships		Essential	AF & I
Contribute to regular performance reports for funders, including collecting and presenting data on projects.		Essential	AF & I