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6 February 2024

Dear Applicant

Thank you for your interest in the post of **HIV Peer Support Mentor** (Southeast & Southwest London hospitals).

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

Your completed application form together with your completed monitoring form should be sent to arrive **no later than 9:00 am on 1 March 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. We cannot accept applications by post at this time.

Interviews will likely be held in person at our Woolwich office but can be held over Zoom if requested and will take place in the **week beginning 11 March 2024**.

For further information regarding this post please contact Jaime Sylla on 020 8305 5000 or by email [jaime.sylla@metrocharity.org.uk](mailto:jaime.sylla@metrocharity.org.uk).

We look forward to hearing from you.

Best wishes

Andrew Evans, CEO

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SE10 9EQ

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

## Job description

### Key details

<b>Job title</b>	HIV Peer Support Mentor
<b>Employment status</b>	Full-time or part-time
<b>Duration</b>	Fixed term until 30 <sup>th</sup> June 2025 with possibility of extension
<b>Salary/Wage</b>	£28,533 pa for full-time equivalent (35 hours a week) Salary will be pro-rata for part-time.
<b>Hours</b>	Up to 35 hours a week, Monday – Friday with some occasional evening and weekend working. We would be open to part-time candidates also who want to work between 35 and 21 hours a week.
<b>Line manager</b>	HIV Peer Support Mentoring Network Manager
<b>Coordinated by</b>	Head of HIV Services
<b>Employer</b>	METRO Charity (The Metro Centre Ltd)
<b>Location</b>	Main locations of work are METRO offices and two HIV clinics in Southeast and Southwest London

### Job outline

We are looking for two or more committed and motivated individuals with lived experience of HIV to join our new HIV Peer Support Mentoring Network.

You will work across several NHS Trusts in Southeast and Southwest London, where you will be working to deliver peer support interventions to a wide variety of clients living with HIV, with emphasis on those with under-served needs.

Key duties include mentoring people living with HIV (PLWH), as well as contributing to programme outcomes and helping to manage relationships with hospital staff.

### Programme

As part of the HIV Peer Support Mentoring Network team, you will work with key clinical partners across London hospitals to deliver peer support to PLWH, emphasising those who struggle to engage with healthcare settings and/or attain virological suppression.

Working alongside the HIV Peer Support Mentor Network Manager, you will carry a caseload of clients, focusing on those that are finding it hard to stay in care, and help support with referrals to more specialist support, such as drug and alcohol, mental health and advice and advocacy support.

## Main tasks

1. Work closely with METRO's HIV Peer Support Mentoring Network team and NHS clinical teams to deliver support for patients living with HIV, often with complex needs, to ensure engagement with care, adherence to treatment and viral suppression
2. Carry your own caseload of mainly complex and vulnerable clients at Southeast and Southwest London Hospitals.
3. Offer clients up to 12 sessions of one-to-one support, and group work support as needed
4. Needs assessment, and signpost clients to relevant support services about mental health, drug and alcohol, housing, debt, benefits, and immigration issues
5. Referrals internally to counselling and other mental health and well-being services; advice and advocacy; financial support (METRO's hardship fund); peer support groups
6. Navigating health care systems, including advocacy in communicating with clinicians, including GP registration accompanying people to hospital and community care appointments
7. Understand safeguarding risks and be able to implement safeguarding procedures, including making safeguarding reports to the local authority
8. Ensure confidentiality of data, particularly when dispatching data to external agencies, and have an awareness/understanding of data protection issues, in line with METRO's Information Governance policies and procedures.
9. Maintain and update knowledge, and skills and undertake continuing education in accordance with personal and service needs within the framework of a personal development plan.
10. Stay informed of the epidemiology and demographics of people living with HIV within Southwest and Southeast London.
11. Keep up to date with medical and behavioural developments occurring within the HIV field.
12. Support in disclosing status and self/societal HIV-related stigma

## 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

Knowledge & Experience	Skills & Abilities	Essential /Desirable	Application form/ Interview
A well-developed understanding of issues affecting people living with HIV, especially gay, bisexual and men who have sex with men (GBMSM) and people from Black, Asian, and racially minoritised communities		E	AF & I
Understanding of current HIV treatment and prevention paradigms and methodologies		E	AF & I
5 or more GCSEs or the equivalent which may be 1 year work/volunteer experience		E	AF
Experience running peer mentoring services		E	AF & I
Experience of conducting assessments and referrals with service users		E	AF & I
Experience of developing and maintaining stakeholder relationships		E	AF & I
	Well-developed communication skills, both verbal and written, in a range of settings	E	AF & I
	Ability to work on own initiative, as well as an ability to work as part of a team	E	AF & I
Experience of working online, via video calls and through telephone support to provide healthcare information		D	AF & I
Knowledge of safeguarding and application to services		E	AF
Experience of providing sexual health support, advice, and service information with good underlying knowledge base		D	AF & I
	Ability and willingness to work flexibly, including at evenings and weekends	E	AF & I

	Ability to work with clients in multiple languages	D	AF
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