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6 February 2024

Dear Applicant

Thank you for your interest in the post of HIV Peer Support Mentoring Network Manager (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

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 together with your completed monitoring form should be sent to arrive **no later than 9:00am 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, likely 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

**METRO Woolwich**  
1st Floor Equitable House  
7 General Gordon Square  
London  
SE18 6FH

**METRO Essex**  
Suite 1 Perception House  
50B Duke Street  
Chelmsford  
CM1 1JA

**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

A handwritten signature in black ink, appearing to read 'Andrew Evans', with a long horizontal flourish extending to the right.

Andrew Evans, CEO

## Job description

### Key details

<b>Job title</b>	HIV Peer Support Mentoring Network Manager
<b>Employment status</b>	Full-time
<b>Duration</b>	Fixed term until 30 <sup>th</sup> June 2025 with possibility of extension
<b>Salary/Wage</b>	£36,500 pa
<b>Hours</b>	35 hours a week, Monday – Friday with some occasional evening and weekend working
<b>Line manager</b>	Head of HIV Services
<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 London offices in Kennington, New Cross and Woolwich

### Job outline

The HIV Peer Support Network Manager is responsible for managing an innovative, comprehensive peer support network for people living with HIV (PLWH) across eight HIV clinics in Southeast and Southwest London.

The job will involve overseeing and coordinating the peer support network, liaising with funders and partner organisations. You will also support our five peer mentors and liaise with our clinical partners and deliver some frontline support yourself. The postholder will also initiate a quarterly peer support network steering group, convened with METRO's Head of HIV Services and representatives from each of our clinical partners.

### Programme

The Fast-Track HIV Cities London initiative funds this programme of work. It is part of a collaborative piece of work between several HIV voluntary sector agencies, and NHS trusts in London, aiming to support PLWH to better engage in their health and care.

The partner trusts include, King's College Hospital NHS Foundation Trust, Guy's and St Thomas' NHS Foundation Trust, St George's University Hospitals NHS Foundation Trust, Croydon Health Services NHS Trust, Kingston Hospital NHS Foundation Trust, Epsom and St Helier University Hospital and Lewisham and Greenwich NHS Trust.

The team provides services to a wide variety of clients of intersectional identities, with emphasis on those with under-served needs.

Our target groups include those who have complex needs and poor adherence to medication in diverse populations, including those from LGBTQ+ backgrounds, as well as those with Black African, Afro-Caribbean, Latin American, or Eastern European heritage.

### Role

Working closely with METRO's Head of HIV Services, you will expand on our current peer mentoring offer and establish an innovative model for a peer support network across several NHS Trusts, where you will embed METRO's peer mentoring best practice service and provide a bridge between clinicians and patients.

### Main tasks

1. Oversee the Fast-Track Cities' HIV Peer Support Mentoring Network. This will involve liaising with funders, writing performance reports, managing the relationships with our partners, line managing a team of peer mentors, and delivering some frontline and one-to-one support.
2. Work to develop our service model, collating and coordinating the collection of outcomes and evaluation data for the network.
3. Be the point of contact for external partners and encourage the development of the network.
4. Work to oversee and develop our HIV peer mentor network, in partnership with clinics in Southeast London.
5. Contribute to fundraising bids, working with our Fundraiser and the Head of the HIV domain to identify new creative approaches to services. Ensure that funding bids are accurate, appropriate, and deliverable.
6. Leading on staff recruitment, induction, training, development, and line management.
7. The post-holder will provide some one-to-one support themselves, to support annual leave and sickness.
8. Ensure our Peer Support Network services are well advertised, including liaising with our communications department.
9. Represent METRO at key meetings and conferences, including being a spokesperson for our Network services.
10. Lead on the monitoring and evaluation of our Peer Support Network, including working with our Head of Insight on developing plans for robust monitoring and evaluation of our services.
11. Staying abreast of key developments in HIV support and prevention, including reading articles, attending conferences and meetings, contributing to broader discussions around best practices, and working in an evidence-based way.
12. Manage the development of the Peer Support Network services including overseeing our CMS database, the quality control of the data inputted by the team, and working with our Head of HIV domain to ensure that the reporting function is developed to a high standard.
13. Attending regular HIV domain meetings and management meetings as well as Leadership days.

14. Attend our Research Working Group meetings, including key an eye out for HIV social research, which could contribute to a better understanding of the needs of our service users.

#### 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 /Interview
A degree or specialist qualification in health or social care related field, or the equivalent of three years' work experience in the field of HIV and/or health		E	A
Three years of work experience related to HIV and healthcare		E	A
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	A & I
Experience in conducting assessments and referrals with a diverse range of service users		E	A & I
Experience in maintaining and developing partnership relationships with a wide range of statutory and voluntary sector partners		E	A & I
Experience running and overseeing one-to-one peer support programmes		E	A & I
	Ability to work with clients in multiple languages	D	A & I
Experience in the recruitment, training, and management of a team, including supervision and Personal Development Plans		E	A & I
Experience in governance arrangements and delivery on formal partnerships with external agencies		D	A & I
	Ability and willingness to work flexibly, including at evenings and weekends	E	A & I

Experience in project management and working to tight deadlines		E	A & I
Experience in writing performance reports and analysing data for funders and others		E	A & I
A well-developed understanding of HIV, including current developments in HIV support, treatment, and prevention		E	A & I
	Ability to work on own initiative as well as being part of a team	E	A & I
Knowledge of the geography and population affected by HIV in the Southeast and Southwest of London		E	A & I