

## FOLLOW ME PEER SUPPORT LEAD

### JOB DESCRIPTION

<b>Title:</b>	Peer Support Lead, Bristol & Severn
<b>Job Base:</b>	Home based, working across the region
<b>Hours of Work:</b>	40 hours per week
<b>Reports To:</b>	Midlands & West Regional Manager

### About the Hepatitis C Trust

The Hepatitis C Trust (HCT) is a national charity and has been operating since 2001. We provide information, advocacy, services and individual support, working with prisons and health systems across the UK to increase awareness, diagnosis, treatment and care. Established in 2000, we are a patient-led and patient-run organisation and a key part of the UK's strategy to eliminate hepatitis C as a public health problem by 2030

### The Hepatitis C Trust is committed to equality, diversity and inclusion.

We welcome applications from all sections of the community.

We guarantee an interview to candidates with a disability who meet the essential criteria.

We are happy to discuss flexible working for this role.



### Project overview

The Hepatitis C Trust (HCT) has developed interventions nationally whereby peers use their lived experience of injecting drug use and hepatitis C (HCV), to provide education and training to clients and staff in drug service, increasing HCV awareness. Peers promote and deliver HCV testing, support patients along the care pathway, and liaise with local outreach clinics and Hepatitis C Operational Delivery Network (ODN) lead hospitals, to ensure continuity of high-quality care for people living with HCV.

The Bristol & Severn ODN is committed to reducing health inequalities and eliminating hepatitis C and across all its communities. In partnership with the ODN, the Hepatitis C Trust's Follow Me project's activities have evolved to deliver services that underpin these aims.

### Job Summary

Working alongside our established Peer Support Lead, this new post will continue the development, coordination and support of peers and buddies across identified and agreed areas of the Bristol & Severn ODN. This will include developing relationships and partnership

working with drug and alcohol, hostel and homeless service providers to identify and train new peers/buddies.

The Peer Support Lead will coordinate the delivery of educational workshops, promote and provide hepatitis C testing in community settings, liaise and develop close working with local outreach clinics, clinical teams and ODN lead hospitals, and ensure that patients are supported through HCV treatment and care. Activity and data reporting are also a key element of the role.

The Peer Support Lead duties will include:

- **Peer education:** developing and coordinating a network of peers that will reach into communities of PWID's across the South West Peninsula ODN local area and deliver core messages about prevention, testing and access to treatment and care.
- **Workforce development:** coordinating training to drug and alcohol treatment provider staff (including clinical and non-clinical, paid and volunteers) about HCV and other blood borne viruses.
- **Buddy scheme:** developing and coordinating a network of buddies to provide practical and emotional support for those seeking or accessing HCV testing and treatment, especially to marginalised communities.
- **Hepatitis C Testing:** Promote and facilitate increased testing for HCV, targeting marginalised and disadvantaged communities and ensuring referral and supporting access to treatment clinics.

## Key Responsibilities

### 1. SERVICE COORDINATION

- 1.1 To co-ordinate and be responsible for the day-to-day, operational activities of the Follow Me Peer project.
- 1.2 To network widely with relevant external agencies, SMS providers and other multi-agency networks to raise awareness of hepatitis C and the HCT peer services and prompt improved responses to the specific needs of people affected by hepatitis C.
- 1.3 To ensure close and effective partnership working with ODN clinical teams across the network, with the aim of ensuring seamless testing, treatment and care for people living with hepatitis C.
- 1.4 To develop expertise in and act as a source of specialist advice to both statutory and voluntary sector organisations working with people affected by hepatitis C in particular those within the substance misuse field.
- 1.5 To oversee and implement all administrative, recording and monitoring systems for the Follow Me Peer project ensuring they are in line with HCT's internal policies and procedures
- 1.6 Work with the Operational Delivery Network to ensure that care pathways are fit for purpose and provide updates on project progress as requested.

## **2. PEER SUPPORT**

- 2.1 Maintain regular contact with all peers to ensure the well-being and address any arising issues of the individual peers/buddies.
- 2.2 Develop and maintain relations with local substance misuse and hostel providers
- 2.3 Liaise with support providers to coordinate workshops, Talk and Test sessions and generate new bookings.
- 2.4 Liaise with the outreach clinic to coordinate direct referrals made by the peers when they identify HCV+'s in the community.
- 2.5 Provide monthly progress reports and identify where additional support / training may be required.
- 2.6 Support the building of a network of peers to support both media campaigns and the work of the Policy and Parliamentary team.
- 2.7 Maintain regular contact with individual organisational volunteer leads to ensure that all peers and buddies receive regular on site supervision and support
- 2.8 Work collaboratively with The Hepatitis C Trust's staff team to ensure the successful delivery of our peer projects nationwide.

## **3. ADMINISTRATION**

- 3.1 Provide full and comprehensive administrative and logistical support to the peer programme
- 3.2 Ensure that all administrative work involved in organising and setting up workshops, 'Talk and Test' sessions and buddy activities is complete
- 3.3 Monitor and record data collected following peer delivered workshops
- 3.4 Build external links and alliances in support of HCT's peer programmes, specifically with services who work with people affected by substance misuse
- 3.5 Work with HCT's Patient Council Group and to facilitate patient input in order to ensure that the viewpoints and experiences of patients inform HCT's policy platform.
- 3.6 Establish and maintain contacts with key professionals within relevant statutory and voluntary sector agencies.
- 3.7 Attend regular team meetings.
- 3.8 Establish and maintain good working relationships with other members of HCT's staff team.
- 3.9 Organise and attend external meetings as appropriate actively participating and disseminating peer 2 peer information to colleagues.

#### **4. INFORMATION MANAGEMENT**

- 4.1 Produce reports and evaluations in consultation with other HCT/HCV staff members on all project work carried out and as requested.
- 4.2 Ensure all documentation is kept in accordance with agreed administrative systems.
- 4.3 To participate in the maintaining of information on relevant referral agencies and contact telephone numbers.

#### **5. PERSONAL/PROFESSIONAL DEVELOPMENT AND TRAINING**

- 5.1 To attend and prepare for regular line management meetings.
- 5.2 To participate in annual appraisals in accordance with HCT policy.
- 5.3 To attend regular clinical supervision for peer work.
- 5.4 To continue to develop skills, expertise and knowledge in the management of staff and services.
- 5.5 To continue to develop information and communication technology (ICT) skills.
- 5.6 To maintain an up to date knowledge and awareness of developments in public policy and legislation regarding hepatitis C and related subjects by attending relevant training courses, regional and national meetings and conferences.

#### **6. FURTHER INFORMATION**

- 6.1 The post holder must at all times carry out duties and responsibilities with due regard to THCT's equal opportunities policies and procedures.
- 6.2 The post holder must ensure that personal information for peers, members of staff and all other individuals is accurate, up-to-date, kept secure and confidential at all times in compliance with the General Data Protection Regulations (GDPR) and the common law duty of confidentiality.
- 6.3 The post holder is expected to take responsibility for self-development on a continuous basis, undertaking on-the-job and other training as required.
- 6.4 The post holder is required to familiarise themselves with and comply with HCT policies and procedures.
- 6.5 The post holder must be aware of individual responsibilities under the Health and Safety at Work Act and identify and report as necessary any untoward accident, incident potentially hazardous environment.
- 6.6 The post holder will be subject to checks by the Disclosure and Barring Service (DBS) and security clearance by individual prisons.

This job description is intended as a guide to the main responsibilities of the post and not as an exhaustive list of duties and tasks. The post holder may be required to undertake other duties appropriate to their grade that are not listed above, at the direction of their manager.

**PERSON SPECIFICATION**

		<b>Essential = E Desirable= D</b>	<b>E or D</b>	<b>Application form</b>
<b>EDUCATION/ QUALIFICATIONS</b>	NVQ 3 or equivalent professional qualification in social care, IAG or other related field or comparable experience		E	A
<b>SKILLS/ABILITIES</b>	Excellent written and verbal communication skills including the ability to liaise effectively with senior managers in external organisations		E	
	Ability to provide effective leadership to a small team of peers and staff.		E	A
	Ability to work effectively on own initiative, with minimal direct supervision		E	
	Excellent organisational and administrative skills		E	
	Ability to develop and maintain effective working relationships with external agencies at a strategic level		E	A
	IT skills (including basic word processing)		E	
<b>EXPERIENCE</b>	2 years' experience of supporting vulnerable people with a range of complex needs		E	A
	Personnel experience of hepatitis C		D	A
	Experience of managing or supervising volunteers		E	A
	Experience of producing reports or evaluations for funders or key stakeholders		D	
	Experience of working collaboratively with external agencies or partner organisations at a strategic level		E	A
	Experience of delivering training and group-based programmes		E	A
	Experience of working with people with Substance misuse issues		E	A
<b>KNOWLEDGE</b>	Knowledge of the hepatitis C and its impact.		E	A
	Thorough understanding of confidentiality issues.		E	A
	Understanding of issues of diversity and the principles of equal opportunities, as they relate to both staff management and service provision.		E	A
	Extensive knowledge of monitoring and evaluation within a service delivery context		E	A

**This post will require extensive travel across the ODN area - it is desirable that the post holder holds a clean driving licence and has their own vehicle for work related travel.**