Peer Support Lead

Job Description & Person Specification

Location: North East London

Hours of Work: 37.5 hours per week

Reports To: Peer Programme Manager

About the role

The Hepatitis C Trust (HCT) work with people who have health problems and struggle to access care, including people who have hepatitis C. We are one of the biggest lived experience organisations in the UK.

Building on our success and expertise, we are now growing our peer work to also include people affected by hepatitis B.

As Peer Support Lead, you will build strong working relationships with hospitals and clinical staff, to support patients diagnosed with hepatitis B to get ongoing care and treatment.

You will also find, train and support volunteers who have their own experience of hepatitis B or liver disease. Together, you will help people learn about hepatitis B, especially in South Asian, African, Caribbean and Eastern European communities. To do this, you need strong cultural awareness, be excellent at engaging people and at building great relationships with partner organisations. Having language skills relevant to these communities would be a plus.

This role involves travel across the local area. We provide training on all parts of the role.

The role involves:

- **Outreach, engagement and support**: active patient finding and engagement in the community, one to one work with patients, and practical support with appointments
- **Education**: Developing services to reach into communities and deliver core messages about hepatitis B and overall liver health
- **Volunteer management**: Recruiting and managing a team of volunteers to support your work. Our volunteers provide education sessions, testing, and patient support

Responsibilities

Peer Support

- Find and support patients by making phone calls, visiting people at home when needed, or meeting them through local services
- Explain hepatitis B and treatment in simple, easy-to-understand language
- Help people book and remember appointments, going with them if they need support
- Use shared experience to overcome stigma, misinformation and mistrust, particularly for people not familiar with or fearful of the NHS
- Work closely with NHS colleagues to help improve services for patients diagnosed with hepatitis B
- Get to know communities where hepatitis B is more common, engaging with for example community centres, mosques, temples and churches
- Build great relationships with staff in partner services
- Deliver training and workshops to clients and staff in these services
- Collect data using HCT databases (IT training can be provided)

Health Promotion

- Raise the profile of our work with local services by building relationships, holding awareness events and distributing information

Volunteer Management

- Recruit a team of volunteers with lived experience to support your work
- Line manage your volunteers: help organise their work, meet with them regularly, help them set objectives and help them access our volunteer training

Professional Development

- Be part of team and national meetings, building excellent relationships with colleagues to support and improve HCT's work
- Attend regular line management meetings, access training as needed (HCT provides a wide range of training to help staff develop in their roles) and annual appraisal

This job description is a guide to the main responsibilities of the role. It is not as an exhaustive list of duties and tasks. The post holder will need to undertake other duties appropriate to their role that are not listed above.

Peer Support Lead – Person Specification

Essential skills and abilities:

- Excellent communication and engagement skills
- Ability to work with people, especially people who've experienced stigma, poor health and/or marginalisation, building trust whilst maintaining confidentiality and boundaries
- Ability to build great working relationships with colleagues and partner organisations
- Ability to provide leadership to a small team of volunteers
- Ability to work independently, with minimal direct supervision
- Good organisational and administrative skills

Essential experience:

- Lived OR work experience of hepatitis B or liver disease (lived experience might relate to you or your family and friends)

Essential knowledge, values, education and training:

- Commitment to diversity and tackling inequality

Desirable skills, experience and knowledge (these things are not essential for the role, but would be helpful):

- Basic IT skills
- Knowledge of hepatitis B and/or liver disease, including stigma, treatment and impact.
- Language(s) relevant to South Asian, African, Caribbean and Eastern European communities
- Experience of managing or overseeing individuals or a team
- Experience of delivering training
- NVQ 3 or equivalent professional qualification in social care, IAG or other related field, or equivalent experience