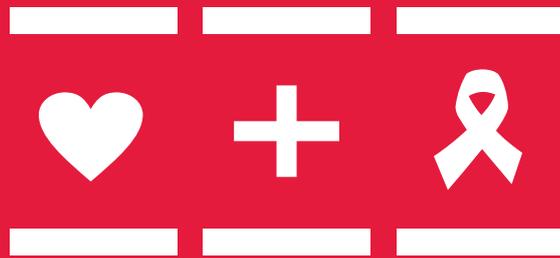


GEORGE
HOUSE \pm TRUST
HIV POSITIVE LIVING



Peer Mentor Co-ordinator
"Better Together" Project
Candidate Pack
April 2017



LOTTERY FUNDED

PROJECT
100 HIV peer support network





About George House Trust

Thank you for your interest in the new Peer Mentor Co-ordinator role.

We are a well-respected charity with a deserved reputation for providing good quality services to people living with HIV. Our work is service-user focussed, which means that all new services are designed and shaped by the people who use our services, and often delivered by people who are living with HIV. People living with HIV are involved in every aspect of our work.

We have a unique governance structure that puts service users at the heart of decision making. At the current time almost 60% of our Trustees are people living with HIV, which keeps HIV at the very heart of the charity.

Our values underpin everything that we do, and we seek to work with people and organisations that uphold these values of dignity, respect, integrity, recognising differences, empowerment and being passionate.

We have less than fifteen staff, over 100 active volunteers and high levels of staff and volunteer retention. It's fair to say that everyone at George House Trust feels passionate about their role and the work that we do. This includes Trustees, staff, volunteers, Ambassadors and our supporters. Our staff and volunteers are as diverse as the people that we serve.

George House Trust is the kind of organisation where everyone is encouraged to think creatively about doing things differently or better. Staff, volunteers and members are encouraged to participate in broader discussions about the future direction of the charity, and the culture is open and participative. Interests are nurtured and staff and volunteers are trained and developed.



About Peer Mentoring at George House Trust

We know that peer mentoring has an important role to play in empowering people to live well with HIV and both the NHS and British HIV Association recognise the value of peer support in helping people to manage their own health. Many of George House Trust's services already offer opportunities for people to access informal peer support and we have offered structured one to one peer mentoring with trained mentors since 2010.

Delivering peer mentoring over a number of years has enabled us to identify key areas for future development and innovation and we are delighted to have secured funding from the National Lottery, through the Big Lottery Fund to take our programme forward.

"Better Together" is a 5 year project which aims to increase peer mentoring support for people living with HIV across Greater Manchester. The project will work closely with staff at sexual health and HIV clinics to ensure that everyone diagnosed with HIV has the opportunity to access peer mentoring support. There will be opportunities to work in partnership with Positively UK's Project 100; giving mentors access to high quality accredited training and great ongoing learning and development activities. 'Better Together' will also work within the new National Standards for HIV Peer Support and will bring together local organisations to share best practice in peer mentoring.

The project will be building on strong foundations; as well as recruiting and training new volunteers the Co-ordinator will also be working with our diverse group of existing peer mentors. There is a well-established, vibrant culture of volunteering at George House Trust; volunteers are valued and resources allocated to support their involvement. Volunteers have been at the heart of George House Trust for over 30 years - playing a vital role in service delivery, awareness raising, fundraising and supporting new projects and developments. Our volunteer community already includes significant representation from the communities most affected by HIV, and over half of our volunteers are themselves living with HIV. We have held the Investing in Volunteers Quality Standard since 2007.

The new Peer Mentor Co-ordinator will be responsible for managing and promoting the "Better Together" project, recruiting and training new volunteers, facilitating matches



between mentors and mentees and providing support and supervision. They will also need to build strong relationships with staff at sexual health and HIV clinics and with Positively UK's Project 100. It will be a varied and exciting role and you will be able to see first hand the impact that peer mentoring can have on people's lives. The Co-ordinator will be based within our Services Team and will be able to draw on that team's wealth of experience of working with people living with HIV. They will be line managed by our Volunteer and Development Manager who will advise and guide on good practice in working with volunteers.

We are looking for someone who is passionate about the difference that peer mentoring can make to people's lives, has excellent organisational and communication skills and is confident working with a diverse range of staff, volunteers and service users.



George House Trust's building in Manchester



"I could open up and felt so relaxed talking to her because I knew that she would understand"

PEER MENTEE

"It has increased my confidence, and my self-esteem. I also can speak more openly about my diagnosis without feeling embarrassed or ashamed. The mentoring support also changed my outlook for the future, making it more optimistic"

PEER MENTEE

"When we met, I was considering starting treatment and he was able to answer the questions I had which made me feel more prepared when I went to the clinic"

PEER MENTEE



A Peer Mentor's Perspective

"I've mainly supported men in their early to mid-twenties, a time when many peoples' lives are already quite complicated and our identities aren't fully formed, throwing HIV into the mix makes things significantly harder. I'm not there to give someone the answer, or to tell them what to do. We all have our own approaches to life and what's right for one person isn't necessarily going to work for someone else, my role is to be a friendly and non-judgemental ear as someone who has been through it myself and can talk about how I've dealt with things. Living with HIV isn't easy, it can be an incredibly lonely experience so meeting someone who has been through it and is further down the line can have an incredible impact. It has to be an honest relationship too, it isn't going to help if I sugar coat things

or lie about my own negative experiences – people face rejection all the time, it's not definitely going to happen but it's likely and people need to be prepared for that.

"I'll never forget the first person I supported, the last session was at GHT and we said goodbye in Ardwick Green with a hug – I watched him walk away, confident that I'd done my best to support him face the challenges HIV might bring."





Key Duties and Responsibilities

1. To lead on all aspects of delivery of the "Better Together Project"

- i) Promote the project both internally and externally and build relevant and appropriate relationships to ensure the project's success
- ii) Develop networks and referral pathways internally and externally to secure referrals of mentees into the project in line with project targets
- iii) Work together with George House Trust staff and staff at sexual health and HIV clinics to develop a workable model for peer mentoring within clinic settings
- iv) Ensure performance against project targets
- v) Co-ordinate and facilitate quarterly Project Advisory Group meetings
- vi) Work to the National Standards of HIV Peer Support

2. To recruit, train and develop peer mentor volunteers and facilitate mentor-mentee matches

- i) Promote peer mentoring volunteer opportunities effectively and undertake volunteer recruitment in line with project targets
- ii) Work together with Project 100 staff to deliver peer mentor training
- iii) Support peer mentors to work towards Level 2 and 3 mentoring qualifications with

Project 100 and participate in update training

- iv) Co-ordinate team meetings, update training and provide supervision for peer mentors
- v) Facilitate peer mentor matches and regularly review progress with mentors and mentees
- vi) Utilise new technology to ensure that the project is accessible to the widest range of people
- vii) Risk assess peer mentoring activities and follow best practice guidelines to ensure mentor and mentee safety
- viii) Encourage mentees to consider becoming peer mentors
- ix) Involve and support peer mentors in wider project activities including administration, promotion, recruitment and training delivery

3. To monitor and evaluate project delivery and produce reports

- i) Use George House Trust's Civi CRM Database to record all project activity and ensure that the Project Monitoring Workbook is updated regularly
- ii) Use outcomes monitoring tools to capture outcomes for mentors and mentees using feedback to support continuous improvement
- iii) Share outcomes monitoring data with



- Project 100 as outlined in the partnership agreement
- iv) Facilitate focus groups to capture additional feedback from mentors and mentees, as required
 - vi) Work with the Fundraising Manager to ensure timely and accurate reporting to the Big Lottery Fund
 - vii) Work with the appointed external evaluator for "Better Together"

4. To work in partnership with Project 100 and coordinate peer mentoring network events to share best practice

- i) Build relationships with Project 100 staff and share learning between Better Together and Project 100
- ii) Build relationships with other peer mentoring/peer support projects in Greater Manchester and facilitate an annual networking event

- 4. To carry out other work, appropriate to the level and nature of the post, as agreed by the organisation, in response to changing needs and circumstances.

Please note that the nature of this work will require evening and weekend work.

Terms and Conditions:

George House Trust terms and conditions apply.

Salary:

NJC scales SCP 26-31, starting salary level SCP 26 - £23,398

Hours:

35 hours per week

Contract:

Permanent

Location:

Manchester

GENERAL RESPONSIBILITIES

1. To participate in team meetings and act in accordance with agreed office practices and to share administrative support and administration of all agreed office systems.
2. To carry out all tasks in line with George House Trust policies and to uphold these at all times.
3. To respect and maintain confidentiality at all times.



Person Specification

CRITERIA	ESSENTIAL	DESIRABLE	HOW ASSESSED
EXPERIENCE/SKILLS			
Significant experience of recruiting and managing volunteers	√		Application, Interview, Presentation
Experience of working to deadlines and meeting targets	√		Application, Interview
Experience of planning and delivering training	√		Application, Interview
Experience of working with people with complex needs	√		Application, Interview
Experience of working in partnership with other agencies	√		Application, Interview
Strong communication and interpersonal skills	√		Application, Interview, Presentation
Excellent IT skills	√		Application, Interview, Presentation
Ability to assess, plan and prioritise work in a busy office environment	√		Application, Interview
Ability to work on own initiative	√		Application, Interview
Project management experience		√	Application, Interview, Presentation
Experience of working with and supporting mentors		√	Application, Interview
Experience of working in the voluntary sector		√	Application



CRITERIA	ESSENTIAL	DESIRABLE	HOW ASSESSED
KNOWLEDGE/QUALIFICATIONS			
An understanding of monitoring and evaluation	√		Application, Interview
A detailed knowledge of HIV and issues related to it	√		Application, Interview, Presentation
A volunteer management qualification		√	Application
A training qualification such as PTTLs or Train the Trainer		√	Application
PERSONAL ATTRIBUTES			
A commitment to working within George House Trust's service delivery ethos of respect, empowerment and inclusion	√		Application Form, Interview
A commitment to embracing diversity and challenging HIV stigma and discrimination	√		Application Form, Interview
A commitment to identifying problems and finding solutions by reflecting on professional practice with the aim of continuous development	√		Application Form, Interview
Willingness and ability to carry out all tasks in line with George House Trust policies and to uphold these at all times	√		Application Form



How to apply

If you wish to have an initial discussion about the role, have any questions on any aspect of the appointment process or need additional information, please contact Laura Hamilton, Volunteer and Development Manager on 0161 274 5653 or via email: laura@ght.org.uk

To apply for this post please follow the link on our website to the application form. Please note CVs will not be accepted or considered.

The closing date for this post is 12 noon on Wednesday 3rd May 2017.

Interviews for shortlisted candidates will take place at George House Trust on the 12th and 16th May 2017.

We especially welcome applications from groups which reflect George House Trusts' service user groups – HIV positive people (and other disabled people), gay, lesbian, bisexual and transgender people, people from black and minority ethnic groups, and people from refugee communities.



GEORGE HOUSE TRUST
Peer Mentor Co-ordinator



We are proud to have achieved the
Investing in Volunteers Quality Standard



GEORGE HOUSE[±] TRUST

HIV POSITIVE LIVING

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T: 0161 274 4499

www.ght.org.uk

George House Trust is a registered charity in England and Wales
(No. 1143138) and a registered company limited by guarantee
in England and Wales (No. 07575379)

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