

GEORGE HOUSE TRUST

HIV POSITIVE LIVING



Recruitment Pack:

Intensive Support Worker

October 2024

Part of Greater Manchester
Integrated Care Partnership

NHS
Greater Manchester

Introduction

George House Trust is a charity with a clear vision for a world where HIV holds no-one back. Originally established in 1985 as Manchester AIDS Line, we've evolved over the years and we now provide support to over 2,500 people each year.

We are looking for a skilled and motivated individual to join our Intensive Support Programme. You'll be confident in delivering support to people living with complex needs and will have a good knowledge of local services across Greater Manchester, both statutory and voluntary. It's fair to say that no two days are the same at George House Trust and this role requires flexibility and the ability to respond quickly and decisively as part of the support role.

Whilst it is not an essential criteria for the role, we always actively encourage applications from people living with HIV.

This recruitment pack provides a summary of who we are, what we do and the details of the **Intensive Support Worker** role, together with the role description, person specification and details of how to apply. If you require any further information or would like to discuss the opportunity, please contact: Jill Cooke jill@ght.org.uk.

A message from the Chief Executive...

Our focus is on ensuring that we can better meet the needs of people living with HIV. This role has been designed to ensure that we can build upon the work our Intensive Support Programme delivers and maximise our impact and ensure that everyone we connect with through intensive support gets the help they need.

You'll be working with colleagues, clinics and partner agencies to ensure this person-centred service meets the complex needs of people living with HIV who have a detectable viral load.

Everyone living with HIV, no matter their viral load deserves to live in a world where HIV holds no one back. This is an exciting position which will support our intensive support programme and build on our strong reputation of providing quality support to people living with HIV.

Good luck with your application.



Darren Knight
Chief Executive.

Who we support

George House Trust supports people living with and affected by HIV. Young, old, newly diagnosed or living with HIV since the early 1980s, our team is wholly focused on person-centred and individual outcomes, together with enabling peer-led services and support. Our work also includes supporting partners, families, friends and colleagues impacted by HIV.

What we do

Our organisational purpose is '**inspiring people living with HIV to live healthy and confident lives**'. At George House Trust, we provide more than **30** different services spanning everything from wellbeing, welfare and financial support. A big focus of our work is on supporting people with a range of different issues relating to HIV including ageing well, addressing issues relating to housing, supporting people with complex lives, tackling vulnerability, inequality and promoting inclusion.

Why we do it

George House Trust believes that people should have the support, information, advice and guidance that they need to live well with HIV. Everyday, we see people who face discrimination, some are living in fear and most are managing the consequence of structural and societal stigma that is unique to HIV as a health condition. We see our role as the support service to enable people to realise their potential and focus on HIV positive living.

Where we work

Our work is predominantly delivered in the North West region of England, with staff located in Greater Manchester and in Liverpool. This project is delivered across the 10 local authorities in Greater Manchester.

Our strategy

The strategic priority for George House Trust is to '**Ensure our work meets the changing needs of people living with HIV**'. There are 4 strategic objectives that shape all that we do:

- ⌘ We will increase our reach.
- ⌘ We will provide quality services.
- ⌘ We will involve more people living with HIV.
- ⌘ We will improve the way we do things.

The purpose, vision and values of George House Trust drive the organisation's strategy, focus and service delivery and are as follows:

George House Trust's vision is:

A world where HIV holds no one back.

George House Trust's purpose is:

Inspiring people living with HIV to live healthy and confident lives.

George House Trust has three organisational values which are:

Passionate. Inclusive. Responsive.

The way we work

George House Trust encourages accountability, individuality and flexibility in our team. We want our people to have ideas and turn them into action. We bring the team together regularly to explore ideas and share learning through team meetings, development workshops and externally facilitated workshops too.

Personal development is important to us too. We encourage people to learn and in addition to providing an individual training budget for all staff, we actively encourage opportunities for colleagues to get involved in external partnerships that develop learning and networks.

The benefits of working at George House Trust

We offer an excellent employee benefits package which includes:

- ➔ an individualised approach to flexible working.
- ➔ an 8% non-contributory pension scheme.
- ➔ an employee assistance package (including free-to-access counselling).
- ➔ a cycle to work scheme.
- ➔ a dedicated training budget for each employee.
- ➔ full remote digital access to enable agile working.
- ➔ 25 days annual leave plus 8 bank holidays plus additional days at Christmas.

...plus, many other benefits.

The team

We currently employ **22** and we're supported by **136** volunteers. We are led by a board of **9** trustees who bring a blend of skills, experience and passion to the strategic leadership and governance of the charity. As a user-led organisation, George House Trust involves and engages people living with HIV, allies and supporters across our work.

How to apply

Please apply by writing, in MS Word format [*please don't PDF your application*] in no more than 2,000 words stating how you meet the 'application criteria' in the Person Specification together with a current copy of your C.V.

Email your completed application to recruitment@ght.org.uk by **Sunday 27 October 2024 at 5pm**.

If you've got any questions about this role or the application process, contact Jill Cooke in the first instance via email jill@ght.org.uk and she will be happy to organise an informal conversation.

Interviews will be held on **Thursday 7 November 2024**.

Role Description

Job Title:	Intensive Support Worker
Hours:	28 hours per week
Contract:	Permanent
Salary:	NJC SCP 18 [£29,269 - Actual salary £23,415]
Location:	Greater Manchester
Accountable to:	Intensive Support Programme Team Leader

Purpose of the role

To support individuals living with HIV who have additional complex needs by identifying at initial assessment the barriers preventing them fully engaging with their HIV care and working with those individuals to address those issues so that they remain well and live confidently with HIV.

Principle responsibilities

1.	To support people living with HIV with complex needs, and maintain up to date records for the purpose of monitoring and evaluation.
2.	To work alongside social Multi-Disciplinary Teams (MDT) or their equivalent, in HIV/Sexual Health clinics in Greater Manchester, to plan and provide holistic care and support for people living with HIV with high and/or complex needs.
3.	Identify people eligible for support and create and review care plans, and provide appropriate intensive support as identified in their individualised care plan.
4.	To work in partnership with clinic teams and any other organisations to ensure maximum holistic care and support is provided to people accessing intensive support.
5.	To be outcome focused and ensure that well-being and safeguarding are at the centre of the work.

Additional responsibilities

- To carry out all tasks in line with George House Trust policies and to uphold these at all times.
- To carry out all tasks in line with the terms of any 'honorary' contract within clinic settings.
- To respect and maintain confidentiality at all times.
- 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.

Disclosure and Barring Service (DBS)

This post will require an appropriate level DBS check.

Additional information

The successful applicant will be required to have a full clean UK driving license and access to their own vehicle.

Person Specification

This acts as the selection criteria and the more of the criteria that you demonstrate that you are able to meet the greater your likelihood of being invited to interview.

We're specifically looking for you to identify how you meet the criteria marked as 'A = Application' at the initial stage application. We'll look for others as marked below.

A = Application. I = Interview. P = Presentation.

Experience		Criteria
E1.	Experience of working with, and advocating on behalf of, people with a range of complex needs and supporting them to make behaviour changes	A, I
E2.	Experience of assessing, planning and prioritising the needs of people with a range of complex needs	A, I
E3.	Experience of working within a front-line service delivery team working within or across health or complex social issues	A
E4.	Experience of effectively managing a complex caseload	A
E5.	Experience of working effectively as a member of a team	A

Skills		Criteria
S1.	Excellent communication skills both written and verbal	A, I
S2.	The ability to work with people in crisis or under pressure, whilst managing a complex workload	A, I
S3.	The ability to work on own initiative and take responsibility for own decisions	A
S4.	The ability to maintain client confidentiality at all times	A
S5.	The ability to work in partnership, and establish excellent working relationships with, multi-disciplinary professionals and other organisations to plan and manage appropriate support	A
S6.	Ability to outline the impact of interventions and support and the service as a whole, through reporting and presentations.	A, I

Knowledge		Criteria
K1.	An understanding of the impact of social poverty on HIV health and wellbeing, and the available social support and referral pathways to meet complex needs	A, I
K2.	An understanding of disadvantaged and marginalised populations, including people living with HIV experiencing; financial deprivation, homelessness, seeking asylum, substance misuse; domestic violence/intimate partner violence, and the burden of HIV-related stigma.	A, I
K3.	An awareness and understanding of mental health and awareness of the impact of poor mental health	A
K4.	An understanding of safeguarding and the ability to respond appropriately in safeguarding situations	A, I
K5.	An understanding of the changing social care and HIV landscape	A

Personal attributes and approach		Criteria
P1.	Flexibility to respond to changing circumstances	A

P2.	An empathic and patient approach towards service users	A
P3.	A commitment to embracing diversity and challenging stigma and discrimination	A
P4.	A commitment to working within a service delivery ethos of respect, empowerment and inclusion	A

George House Trust will consider any reasonable adjustments requested by applicants with a disability (as defined under the Equality Act 2010) who meet the requirements of the post to be invited to interview, in line with the [Disability Confident](#) scheme.

George House Trust

ght.org.uk

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