



RECRUITMENT PACK

PEER SUPPORT AND INFORMATION OFFICER

NOVEMBER 2024

INVESTORS IN PEOPLE®
We invest in people Standard





FOR A WORLD WHERE HIV HOLDS NO ONE BACK

GEORGE
HOUSE  TRUST
HIV POSITIVE LIVING

A Message From



Darren Knight **CHIEF EXECUTIVE**

This is an exciting new role designed to support our Services team to provide advice, support and information to everyone who walks through our door, or phones George House Trust.

This role is essential to provide appropriate and timely support to people living with HIV. The Peer Support and Information Officer will be building on strong foundations; as well as recruiting and training new volunteers the post-holder will also be working with our diverse group of existing Peer Mentors and Advice Support Volunteers.

We're looking for someone who has experience in providing advice, information, support, sign-posting people to services, and recruiting, training and supporting volunteers. You will also design and deliver training and lead teams of diverse and skilled volunteers.

If you're passionate about the difference that peer-led support can make to people's lives, have excellent organisational and communication skills and are confident working with a diverse range of staff, volunteers and service users, we'd love to hear from you.

Thanks so much for your interest in this opportunity. We look forward to receiving your application and if you've got any questions about the role, please get in touch.

A handwritten signature in red ink that reads "Darren." with a stylized flourish underneath.

An Introduction To George House Trust



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 a comprehensive range of services and support for people living with and affected by HIV.

We now offer more than 30 different services spanning everything from wellbeing, welfare and financial support. A big focus for our work is on social connectivity and innovative projects supporting people across a range of different issues including ageing well with HIV, supporting those with complex lives and promoting inclusion.

We currently employ 23 people and we're supported by 133 volunteers. Our organisational purpose is 'inspiring people living with HIV to live healthy and confident lives' and we're looking for someone to join our movement and share our purpose to make a positive change for people living with HIV.

Who we support

George House Trust supports people living with and affected by HIV. Our work includes supporting partners, families, friends, colleagues and employees.

Young, old, newly diagnosed or living with HIV since the early 1980s, our team are wholly focused on person-centred and individual outcomes so that people can live well.

2,658
**PEOPLE LIVING WITH
HIV SUPPORTED BY
OUR PEOPLE**

“

My life was on the edge. I had a lot going on. I was able to pour everything into the counselling. It helped me so much. Now I am in a very good place, looking forward to the future. KAI

”

An introduction to George House Trust

**£378,656
SECURED
THROUGH BENEFITS,
DEBT REDUCTION
AND WRITE-OFFS
AND GRANTS**

What we do

A big focus of our work is on supporting people with a range of different issues relating to HIV across the whole life course, including support for young people, support for ageing well, supporting people with complex lives, tackling vulnerability, inequality and promoting inclusion.

All of our support is user led, designed with, by and for people living with HIV.

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 in the North West region of England, with a focus on Greater Manchester and Liverpool.

56

**PEOPLE LIVING WITH
HIV SUPPORTED BY
OUR INTENSIVE
SUPPORT WORK**

“





Words fail me to express how much I can thank you. Without you, I don't really know who was going to help me. I can't even thank you enough.

ASH

”

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 and they are:

-  **We will support more people.**
-  **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:

Our Vision

A world where HIV holds no one back.

Our Purpose

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

Our Values

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 people 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.
- 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.

Our team

George House Trust currently has **23** employees. The team is supported by **144** active 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.





GEORGE HOUSE TRUST
HIV POSITIVE LIVING

FOR A WORLD
WHERE
HIV
HOLDS
NO ONE BACK

HOW TO APPLY

GEORGE HOUSE TRUST
HIV POSITIVE LIVING

How to apply



We want to know all about what you'll bring to the role, please apply by writing, in MS Word format or Google docs and in no more than 2,000 words, answering the following questions:

- 1** Why do you want to work at George House Trust?
- 2** What will you bring to the role of Peer Support and Information Officer?
- 3** Detail your skills, knowledge and experience in addressing the 5 key areas of focus for the role, considering the criteria in the person specification.

All applications must be emailed to recruitment@ght.org.uk in an editable format [Microsoft Word or similar] by 5pm Monday 2 December 2024 with a completed demographic monitoring form.

Please DO NOT submit your application as a PDF.



Please also add your current CV to your application in MS Word format.

If you have any questions about this role or the application process, contact Alex Sparrowhawk, by emailing alex@ght.org.uk or calling 0161 274 4499.

Interviews will be held on Monday 9th December 2024.

Peer Support and Information Officer: about the role



HOURS

35 hours per week [1 FTE/Full Time]

CONTRACT

Permanent

SALARY

NJC SCP 13 to 17
[starting at £26,873]

LOCATION

George House Trust's Manchester office, with external working across sites and at partner organisations

ACCOUNTABLE TO

HIV Advice, Support and Information Services Manager

ACCOUNTABLE FOR

Volunteers

EXPECTATIONS

Some evening and weekend working.

We are actively encouraging applications from people living with HIV for this role.

Purpose Of The Role

To provide information and support to people living with HIV, together with the coordination, training and support for Peer Mentors and Advice Support Volunteers.

Principal responsibilities and areas of focus

The 5 core areas of focus for this role are:

1. To work as part of a team providing the first point of contact for George House Trust's services, support, advice and information.
2. To recruit and manage a team of Advice Support Volunteers to support with all incoming requests for appointments and advice both in person and over the phone.
3. To recruit and train Peer Mentor volunteers to provide one-to-one support for people living with HIV.
4. Promote volunteer opportunities effectively and undertake volunteer recruitment.
5. To create and manage a calendar of volunteer team meetings, update training and support and supervision sessions for Advice Support Volunteers and Peer Mentors.

Additional Responsibilities and Tasks

You will work as part of the Services Team to ensure the effective delivery of services, support and administration.

You will work closely with the Peer Navigator based at Hathersage to train and support peer mentor volunteers based in clinics.

Employee Line Management Responsibilities

No current line management responsibilities.

Disclosure and Barring Service (DBS)

This post requires an enhanced DBS.

Flexibility

George House Trust supports flexible and hybrid working and we're open to discussing options.

Diversity and Inclusion

George House Trust deals with diverse issues and we need a diverse team to respond to them, we particularly welcome applications from Black African and other racially minoritised groups and communities as they are currently underrepresented in our work force.

We **ALWAYS** actively encourage applications from people living with HIV.

Person Specification

This acts as the selection criteria and the more of the criteria that you demonstrate you are able to meet in your answers, the greater your likelihood of being invited to interview. On the application form please use each point that you are able to meet as a heading and then explain how you meet the specific criteria.

Experience

- E1. Experience in recruiting, training, and managing volunteers.
- E2. Experience in developing volunteer roles and promoting volunteering opportunities effectively.
- E3. Demonstrable experience in designing and delivering training programs for volunteers or staff.
- E4. Experience working with vulnerable communities, particularly people living with HIV or other health-related issues.

Skills

- S1. The ability to communicate effectively and appropriately with a wide range of stakeholders via a range of different methods.
- S2. Strong leadership skills to motivate and manage a diverse team of volunteers, ensuring high-quality service delivery.
- S3. Ability to promote volunteer opportunities effectively through various channels.
- S4. Excellent organisational and time management skills to manage multiple priorities, including volunteer recruitment, training, supervision, and support.
- S5. Ability to create and deliver comprehensive training programs, adapting materials to different learning styles and levels of experience

Knowledge and understanding

- K1. Knowledge of HIV, its impact on individuals, and specific support needs of people living with HIV.
- K2. Familiarity with safeguarding policies and practices, particularly in volunteer and support services.
- K3. Understanding of the role of peer mentoring in providing support.

Personal attributes and approach

- P1. A commitment to improving your own knowledge and skills.
- P2. A commitment to George House Trust's mission, vision and values.
- P3. A commitment to equality, diversity and inclusion within the volunteer team and wider organisation.
- P4. To provide coaching and development support to team members and to ensure that colleagues understand your priorities and areas of focus.

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. Please state this in your email accompanying your application.

George House Trust

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