



RECRUITMENT PACK

ADVICE AND SUPPORT CASEWORKER

SEPTEMBER 2025

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 opportunity to join our Advice and Support team, who form part of our core services offer at George House Trust.

We're looking for an individual who has experience in supporting marginalised people through complex situations.

People living with HIV find themselves confronting stigma associated with the virus, whilst trying to navigate complicated pathways and systems.

This role is essential to provide appropriate advice and support to people living with HIV, helping them address issues including housing, immigration, financial hardship and debt, enabling them to live well with HIV.

If you're passionate about the difference that expert advice, support and information can make to people's lives, have excellent organisational and communication skills and are confident working with a diverse range of staff and people living with HIV, 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.

Darren.

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 37 people and we're supported by 154 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.

2,985
**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

OVER £1.1m SECURED

THROUGH BENEFIT CLAIMS AND APPEALS, DEBT 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.

41

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 **38** employees. The team is supported by **154** active volunteers. We are led by a board of **8** 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 has a membership programme, 'Friends of George House Trust', which is made up of people who are living with HIV, allies and supporters.





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 for George House Trust?
- 2** **What** will you bring to the role of Advice and Support Caseworker?
- 3** **Detail your skills, knowledge and experience** in addressing the 4 key areas of focus for the role, considering the criteria in the person specification.

All applications must be emailed with a copy of your CV to recruitment@ght.org.uk in an editable format [Microsoft Word or similar] by 5pm Tuesday 7 October 2025.

Interviews will take place on Monday 20 October 2025.



If you have any questions about this role or the application process, contact Lee Hardman, Advice and Support Team Leader by emailing lee@ght.org.uk

Please DO NOT submit your application as a PDF.

Advice and Support Caseworker: about the role



HOURS AND LOCATION

35 Hours, based at our Ardwick Green Office, Manchester.

CONTRACT

Permanent, Full-Time

SALARY

NJC SCP 18, starting at £31,537

ACCOUNTABLE TO

Advice and Support Team Leader

As an organisation, we actively encourage people living with HIV to apply for opportunities in our staff team.

Purpose Of The Role

To deliver tailored advice and support to people with intersecting and complex needs.

Principal responsibilities and areas of focus

The 4 core areas of focus for this role are:

1. Deliver and contribute to the development of George House Trust services for people with HIV, including those with complex needs relating to sexuality, race, asylum, immigration, drugs, housing, family, mental health, welfare benefits, debt and financial hardship.
2. Advocate on behalf of people living with HIV to ensure the best possible quality of life, referring to public sector and voluntary services when necessary.
3. Facilitate collaborative work with the wider services teams to ensure people receive social and emotional support, improve social connectedness and reduce isolation.
4. Deliver groupwork and/or group peer support in collaboration with George House Trust's team for people living with HIV accessing our services.

Additional Responsibilities and Tasks

Adhere to and work within all the policies and procedures of George House Trust, partners and the NHS where relevant, in particular paying attention to the confidentiality and data protection policies, so as to protect our service users from stigma and judgement.

Actively participate, engage with, and respond to, George House Trusts line management and support processes.

Employee Line Management Responsibilities

None.

Disclosure and Barring Service (DBS)

This post requires an enhanced DBS.

Flexibility

You will normally be based in our Ardwick Green office in Manchester, we offer an individualised approach to flexible working, based on individual and operational need.

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 providing support and advocacy for people with complex needs, and living with challenging circumstances.
- E2.** Experience supporting people who may be vulnerable, from marginalised communities, particularly people living with long term conditions or other health-related issues.
- E3.** Experience in collaborative working with multiple teams or organisations, this may include NHS services, charities and other support organisations.
- E4.** Ability to keep up-to-date with developments in relevant areas of support, including changes to the welfare system, partner referral processes and internal pathways.

Skills

- S1.** The ability to communicate effectively and appropriately with a wide range of stakeholders.
- S2.** Strong advocacy skills to support and motivate individuals.
- S3.** Excellent organisational and time management skills to manage multiple priorities, including reporting, appointments and working in a busy environment.
- S4.** Demonstrate empathy and understanding of issues faced by marginalised communities.

Knowledge and understanding

- K1.** Knowledge of HIV, its impact on individuals, and specific support needs of people living with HIV.
- K2.** Knowledge and understanding of mechanisms, or referral pathways to support people with complex concerns, in particular around financial hardship, and/or people seeking refuge or asylum.
- K3.** Familiarity with safeguarding policies and practices, particularly in volunteer and support services.
- K4.** Knowledge of welfare benefits, particularly Universal Credit and Personal Independence Payments.
- K5.** Knowledge of social housing processes and allocation schemes.

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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