

JOB DESCRIPTION

JOB TITLE	Training, Support and Outreach Worker
HOURS OF WORK	37 Per Week
SALARY BAND	£18,000 - £22,000 (Dependent upon qualifications and experience)
REPORTS TO	Delivery Services Team Manager

JOB PURPOSE

Provide IAG advocacy, training and support to people living with HIV, affect by and at risk of HIV in order that they can address their identified needs. Support the well-being of people living with HIV by offering a range of opportunities within LASS, in people's homes and community settings. Take a lead for one area of delivery by working within a team to create systems and processes to ensure colleagues support you in delivering effectively to meet individual and contract outcomes. Work in partnership with other organisations on a geographic basis to achieve effective referral, into and from LASS, for all our clients.

KEY RESPONSIBILITIES

- Provide HIV training for staff, volunteers, partner organisations staff, volunteers and positive people
 - Provide HIV community testing from LASS and other settings – following clinical guidance and reporting at all times.
 - Provide IAG on the telephone, face to face in 1-2-1 and group settings for positive people, their families and carers, people affected by HIV and people wanting general information on HIV and health promotion.
 - Encourage people living with HIV and other communities to engage in supporting other individuals and in raising awareness through becoming volunteers at LASS.
 - Use surveys and questionnaires with individuals and community groups to assess understanding of HIV and risk and then to use the findings to implement risk reduction strategies
 - Provide information about HIV, LASS, Well for Living and our work to other services and individuals to increase our referrals
 - Take part in health promotion campaigns, events and promotional workshops and activities in a range of community settings
 - Work in partnership with relevant services (faith groups, community groups, drug and alcohol agencies, advocacy and mental health services, housing etc) using referral pathways to secure the best outcomes for all our service users
 - Identify new business opportunities in Adult Social Care for Well for Living and be responsible for the implementation of the requirements of this business.
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- Promote independence for service users by supporting them to participate in opportunities of their choice and ensure that have appropriate support for appointments where needed.
 - Provide practical and emotional support to individuals living with HIV and their family members following needs identified as a result of initial assessment.
 - Promote all LASS services and opportunities to people living with HIV.
 - Write, manage and review individual support plans with people living with HIV so that they are involved in reviewing the progress of their objectives and outcomes and setting new ones.
 - Review progress of individuals as part of progress of case reviews, with a particular focus on the well being support needs of people we work with and allocate be-friender and mentor support as appropriate.
 - Take a lead on one specialised area of delivery as identified with the team manager.
 - Seek service user's feedback and take action to ensure this is used to address gaps in services provided.
 - Be alert to issues of abuse of vulnerable people and report as required by LASS's Safeguarding Policy and Procedure.

- Provide a range of adherence support which includes delivery of medication in crisis situations.
- Draft funding applications, referral and support letters to enable individuals you work with to access additional resources and support.

Data management & record keeping and Data Protection

- Ensure all records of work are kept in a timely fashion and all relevant data is recorded in the appropriate way
- Contribute case studies and contract outcomes to monthly, quarterly and annual reporting systems.
- Ensure that all information relating to the organisation, individuals or other organisations is kept securely stored whether electronically or manually and can only be accessed for the purposes the information was gathered and by an authorised person.

Values and Communication

- Be a point of contact for all callers
- Work as a member of a team and collaborate and cover for colleagues as necessary.
- Represent LASS at meetings or other events as identified.
- Keeping colleagues informed of key issues and developments,
- Contribute to effective communication between staff, volunteers and service users.
- Be committed to continuous improvement and your own professional development.
- Ensure LASS values are embedded throughout your work.
- Empower volunteers and service users to contribute to their own and LASS outcomes.
- Undertake any other duties commensurate with the post as requested by line manager or CEO.

Fundraising

All staff within Lass/Well for Living have a responsibility for fundraising. Activities in this respect may be varied but will include:

- Identification of opportunities for fundraising
- Identification of funding streams
- Participation in fundraising activities
- Contribution to bid writing where appropriate and within own area of expertise
- Monitoring and evaluating the processes and outcomes of fundraising activities.

Terms and conditions may be found in Staff Handbook or employment contract.

	Essential	Desirable	Assessed by*
Education/Training Qualification:			
Level 5 in Adult Social Care or similar relevant professional qualification	✓		App/Certs
Driving license or able to travel independently across county		✓	App
Training qualification		✓	App/certs
Skills and Experience:			
Good organisation and time management skills	✓		Test/App/Int
Set priorities and manage own work load	✓		App/Int
Ability to identify new business opportunities in Adult social care and take responsibility for the implementation of the requirements of this business.	✓		Appt/Int
	✓		App/Int/Test
High Level Communication Skills	✓		App
Self supporting in administration and IT		✓	Int
Dealing effectively and sensitively with individuals and groups	✓		Int/Test
Work with other organisations and professionals	✓		Int
Setting up and running individual and group work, in relation to improving life experience.	✓		
Team work			
Living with HIV/working with people who are HIV+			
Knowledge of:			
HIV, issues, needs and services to support people affected by HIV	✓		Test/App
The importance of confidentiality and equal opportunities and inclusion	✓		Test/App
What well-being is, how it impacts on everyday living, how to address this positively for HIV positive people using a range of interventions eg. medication adherence support.		✓	App/Int
Safeguarding Adults and Children		✓	
In accordance with the Disability Discrimination Act 1995, reasonable adjustments will be made to the above requirements to accommodate a suitable candidate with a disability			

Care Job Competencies

- Communication skills
- Ability to travel independently within the service area.
- Programme planning
- Group work
- Individual support

Other requirements:

- An understanding of, and commitment to, equal opportunities, confidentiality, safeguarding, risk taking and the ability to apply this to work and day-to-day situations.

Able to work flexible hours including some evenings

Methods of Assessment

App = Application

Test = Test

Int = Interview

Cert = Certificates