

Job Description and Person Specification

Job Title:	Health Improvement Coordinator (Hepatitis C)
Hours of work:	Full time (37.5 hours per week) – including some evening and weekend work
Salary:	£25,389-£28,065
Holidays:	36 days, including public holidays
Location:	Glasgow
Reports to:	Hepatitis C Services Manager, Glasgow
Closing date:	9.00am, Monday 9 March 2020
Interviews:	Monday 16 March 2020

About Waverley Care

At Waverley Care, we take a positive approach to HIV, Hepatitis C and Sexual Health. We work closely with communities, starting conversations about these issues, encouraging people to access testing and empowering them to make choices that improve their health and wellbeing.

We're also here for people living with HIV or hepatitis C, working with them to understand their needs and offering practical support that helps them to live well.

Everything we do is guided by the experiences of the people we work with. By sharing these experiences, along with information people can trust, we want to challenge the stigma associated with HIV, hepatitis C and sexual health, and address the broader inequalities that our communities face.

About the post

We're recruiting for a Health Improvement Coordinator to join our Hepatitis C Information and Support Team in Glasgow.

As part of the team you will deliver one-to-one assertive outreach, supporting individuals living with hepatitis C at every stage of their journey, from testing through to treatment and a life free from hepatitis C. You will also support the delivery of hepatitis C and HIV education, working with people at risk of contracting these conditions to provide opportunities for them to access testing.

The role is primarily community-based, taking services out to where people are, rather than waiting for them to come to us. This will involve working in places frequented by people who are actively injecting drugs.

In doing so, you will work closely our HIV Street Support Team, alongside community-based partners, including addiction nurses.

We are looking for someone who has a strong track record of, and is passionate about working with vulnerable people with multiple and complex needs to improve their health and wellbeing. If that sounds like you then we would love to hear from you.

In return, we offer a supportive and valuing work environment with encouragement to develop personally and professionally.

For enquiries related to this role, please contact Claire Kofman (Senior Manager - Glasgow):

Tel: 0141 332 2520 | Email: claire.kofman@waverleycare.org

Main duties and responsibilities:

1. Service User Support

- Provide one-to-one emotional support to service users to identify and overcome barriers to improving their health and wellbeing.
- Provide one-to-one practical support to service users, including supporting people to attend appointments and provide appropriate advocacy work.
- Facilitate opportunities for one-to-one and group peer support where appropriate.

2. HIV/Hepatitis C Education and Testing

- Promote the value of testing and knowing your hepatitis C and HIV status.
- Develop our ongoing community mapping exercise to inform and optimise the reach of Waverley Care's Education and Testing Services to a vulnerable and at-risk population.
- Deliver a Dry Blood Spot testing service (and potentially Point of Care testing) in accordance with the Waverley Care protocols.
- Support individuals who test positive for hepatitis C and/or HIV to attend assessment appointments in clinical settings.
- Deliver education interventions to those most at-risk of contracting hepatitis C and HIV.
- Work with the team and other Waverley Care teams to develop the testing service in new and innovative ways.

3. Networking and Partnership Work

- Receive and record referrals from statutory and non-statutory services as well as self-referrals.
- Liaise and network with internal Waverley Care staff and external agencies across NHS Greater Glasgow and Clyde, particularly with community-based addiction nurses and hepatitis C specialist nurses in clinical settings.
- Attend NHS Viral Managed Care Network meetings as instructed by managers.
- Publicise all aspect of service delivery to health and social care services and to other specialist blood borne virus and addiction services.
- Attend and present at local and national conferences/seminars as required.

4. Monitoring and Evaluation

- Routinely monitor and evaluate all aspects of the service delivery.
- Record and update records of all client interventions on the Waverley Care Service User Database.
- Produce required plans and reports for our funders.

5. Involving Others

- Ensure service user involvement in the effective design, delivery and review of the service.
- Encourage opportunities for volunteering across all aspect of the service delivery.
- Recruit, train and support volunteers.
- Support, supervise and assess the involvement of student placements in all aspects of the service delivery.

6. General

- Participate in team meetings, case management meetings, team training and service planning.
- Work to and adhere to all Waverley Care policies and practice guidelines.

- Participate in supervision, appraisal and annual planning.
- Identify and undertake relevant personal training.
- Work evenings and weekends as the service requires.
- Undertake any other duties, which may be reasonably required.

Person Specification – Health Improvement Coordinator (Hepatitis C)

Skills and Experience	
Essential	Desirable
<p>Experience of providing support to vulnerable adults with multiple and complex needs, including addiction.</p> <p>Knowledge of ways in which inequalities and trauma impact on addiction.</p> <p>Experience of key working and managing a caseload.</p> <p>Ability to work in partnership with a range of stakeholders.</p> <p>Experience of community engagement, using a range of approaches .</p> <p>Excellent interpersonal and communications skills – written and verbal.</p> <p>Familiar with PC-based Windows software and associated applications.</p>	<p>Experience of recruiting, training and supporting volunteers.</p> <p>Experience of working in the field of homelessness and/or harm reduction.</p> <p>Understanding of sexual health and blood borne viruses.</p> <p>Experience of producing reports for a range of audiences.</p>

Values and Behaviours	
Essential	Desirable
<p>Able to take a pro-active, creative and solution-focused approach.</p> <p>A team player with the ability to develop good working relationships with staff, service users and partners.</p> <p>Self-aware, courteous and respectful of service users and colleagues.</p> <p>Able to take a high level of personal responsibility, delivering work and making decisions independently and appropriately.</p>	

Able to self-reflect and modify working practice as appropriate.

Able to demonstrate understanding of and apply our work place values:

- **Respect** – we reflect and celebrate the diversity of our communities, and strive to work in an open, honest and inclusive manner.
- **Believe** - we value, listen and respond to each person’s individual experiences.
- **Build** - we form and maintain relationships based on trust, and support people to realise their full potential.
- **Inspire** - we work closely with communities to understand and address the inequalities and challenges they face to accessing a healthier future.