

Peer Navigator



Location: Sydney

Project: Peer Support

Responsible to: Associate Director, Policy and Programs

Classification: Temporary part-time – Fixed term contract. *72 hours per fortnight (four days per week), employed against the Social, Community, Home Care and Disability Industry Award (2010). Salary package is an option for all employees*

Position Objectives:

1. Provide one-on-one support to people living with HIV (PLHIV) in South Western Sydney Local Health District, Western Sydney Local Health District and Northern Sydney Local Health District through collaboration with HIV, sexual health and social service partners, so people can achieve health outcomes and remain engaged in health.
2. Quantify and qualify the loss to care risk among PLHIV in outer-metropolitan Sydney through work with HIV, sexual health and social services when developing strategies aimed at addressing difficulties experienced by PLHIV when navigating the health system.
3. Represent PLHIV and Positive Life on relevant committees that align with the agency objectives.
4. Deliver education and peer support to PLHIV and HIV sector partners aimed at increasing the knowledge and health literacy of PLHIV and HIV services to meet their ongoing and emerging needs.

Key Performance Measures:

1. Number of PLHIV (occasions of service) receiving health service access and navigation support
2. Evidence and data that quantifies PLHIV retention in care risk in outer metropolitan NSW
3. Number of in-services, workshops and presentations delivered to PLHIV and HIV sector partners and outcomes consistent with improved health literacy and capabilities via evaluation
4. Number of reports and submissions developed and delivered, consistent with program monitoring and evaluation

Selection Criteria:

1. Tertiary qualifications or experience in health and community services
2. Demonstrated detailed knowledge of HIV treatments and related health and social issues, including multi-morbidities and psycho-social concerns, chronic and complex care issues, particularly those with mental health, neurocognitive impairments and alcohol and other drug issues
3. An ability to identify, research, interpret and disseminate complex technical/medical information to PLHIV and other audiences, so they comprehend the issues
4. Able to work independently and productively as a team member, contributing to a respectful and cohesive office environment and the ability to prioritise workload demands
5. Commitment to consumer engagement, consultation and participation in service planning and implementation of quality improvement programs
6. Demonstrated experience in developing and delivering workshops, seminars or training programs
7. Highly developed interpersonal and communication skills, including verbal, written and internet skills and the ability to communicate effectively and credibly with a wide range of people
8. Ability to establish, develop and maintain links and partnerships with peers, community organisations and health service providers, including General Practitioners

Responsibilities:

1. Deliver peer support (client centred) in NSW Local Health District pilot sites (HIV and Sexual Health clinics and community settings) while maintaining strict client confidentiality and privacy. One-on-one peer support is to be provided to PLHIV who need assistance with: 1) health service access, 2) referral to other services, 3) compliance with treatment recommendations and/or 4) resolving a complaint or seeking a second opinion
2. Support and train PLHIV to achieve their health and quality of life outcomes, via a peer-to-peer approach, such as interpreting clinical test results, attending appointments as requested, responding to crises, improving health literacy around contemporary HIV treatment and the role of treatment as prevention in the context of treatment, care and support of PLHIV.
3. Facilitate referral and engagement with health and social services.
4. Exercise a high level of interpersonal skills and professionalism in dealing with clients, Positive Life NSW staff and volunteers, and partner agencies, continuously build and enhance partnerships with HIV sector agencies and health and social services to ensure PLHIV are appropriately referred and supported in a timely manner
5. Report on program activities and participate in monitoring and evaluation of the Peer Navigator Program, including recommendations.
6. Participate in and contribute to regular internal and external meetings including but not limited to staff meetings, clinic meetings, and BBV and STI sector meetings, service planning activities and training and professional development as required.
7. Conduct assessments to determine the health goals and needs of PLHIV and align with the provision of information and support to assist them to effectively navigate health and social services
8. Liaise with referral organisations, HIV sector and mainstream agencies to quantify the loss to care risk for PLHIV in outer metropolitan NSW
9. Identify, develop and provide educational materials and information forums and workshops for PLHIV and health service partners aimed at enhancing and building health literacy knowledge and capacity
10. Develop, implement and maintain data and recording systems that enable Positive Life to appropriately represent the needs of PLHIV, as they identify and experience service access barriers and system navigation difficulties
11. Engage with and conduct consultations with HIV and mainstream sector partners to identify access barriers and system navigation difficulties influencing the Positive Life and health system design and policy agenda
12. Provide the CEO and Board with regular reports and briefings on emerging and ongoing peer navigation activities
13. Represent Positive Life and PLHIV in a range of interagency forums and sector meetings
14. Regularly review and evaluate the health literacy and service navigation needs of PLHIV and in collaboration with other members of the Positive Life team, develop and disseminate appropriate information resources that respond to a range of PLHIV health and service needs
15. Work collaboratively with other agencies and participate in joint agency programs and projects as directed
16. Undertake other activities as directed by the CEO or delegate

Administration

1. Provide Client Consumer and Engagement Framework Reports and briefings to the CEO, the Associate Director and Board on the needs of PLHIV in outer metropolitan NSW and influence the Positive Life policy and advocacy agenda aimed at improving the health and quality of life of PLHIV

2. Participate in Quality Improvement activities to promote continuous improvement of service delivery
3. Be familiar with and operate according to Positive Life vision, mission, objectives, policies and procedures
4. Ensure all Positive Life documentation and client records are kept confidential and secure
5. Attend staff meetings, staff training and other meetings as required

Professional

1. Maintain professional education and standards
2. Maintain a high level of health and social service knowledge
3. Work cooperatively with other staff, volunteers and Board members
4. Participate in all human resource activities including (but not limited to) training and performance appraisals
5. Support and maintain privacy and confidentiality provisions, especially in relation to Positive Life business and client information
6. Participate in regular supervision with the Associate Director which includes work planning, debriefing and critical incidents

Program and Position Description

Peer Navigation is a dynamic new program situated within Positive Life NSW's suite of peer support services. The peer support service is staffed by a multi-disciplinary team of people who work together to provide care and support to PLHIV throughout NSW. Peer Navigation aims to increase health literacy, improve health outcomes and the quality of life of all PLHIV by strengthening an individual's capacity to self-manage their HIV and their engagement in health services.

The role of the Peer Navigator is to provide individualised client-centred support for PLHIV who are newly diagnosed, relocating into a new Local Health District, re-engaging in care or who have complex needs (diagnosed multi-morbidities and/or social complexity). This position is required to deliver interventions that promote treatment readiness, treatment adherence, retention in care and improved health outcomes. A further aim is to foster resilience, improved health literacy and quality of life.

The delivery of peer support will occur via one-on-one client engagement in clinical and social settings, aimed at improving engagement in health and through care (integrated care), as well as care coordination by facilitating and fostering relations with care relevant providers (social and health). The role will provide outcome focused peer support so PLHIV can navigate the complexity of HIV healthcare and offer seamless care coordination with other Positive Life NSW services and referrals to other services as required, under the supervision of the Associate Director, Policy and Programs.

As a pilot program, the Peer Navigator will undergo rigorous monitoring and evaluation. The position will involve data collection and analysis, under the direction of senior staff and an external service partner(s).