

## Peer Support Officer

**Location:** Sydney

**Project:** Peer Navigation and Peer Support

**Responsible to:** Senior Health Promotion and Peer Navigation Manager

**Classification:** Permanent part-time – Fixed term contract. *30.4 hours per fortnight, employed against the Social, Community, Home Care and Disability Industry award (2010). Salary package is an option for all employees*

**Please note:** As this Peer Support Officer position involves [peer support](#), preference will be given to people living with HIV in accordance with the principles of GIPA and MIPA, as an equal opportunity employer.

### Position Objectives:

1. Provide peer navigation support for people living with HIV (PLHIV) in NSW on behalf of Positive Life NSW, working productively and compassionately with PLHIV from a wide variety of genders, sexualities, ethnicities, cultural backgrounds, socio-economic backgrounds; and experiences, including people who use drugs, people arriving in Australia from overseas to work and study, migrants, people from different cultural and religious experiences, sex workers, and Aboriginal and Torres Strait Islander peoples.
2. Provide peer navigation support for PLHIV through in-reach clinical service delivery, working as part of a clinical team at variously located publicly funded sexual health clinics and immunology departments in Greater Western Sydney.
3. Place PLHIV at the centre of all work: through active consultation and collaboration, in the development, design and delivery of programs, in health promotion, campaigns and health-based information exchanges, and through systemic advocacy across the health sectors.
4. Work proactively towards improving quality of life and health related outcomes for PLHIV in NSW, through peer navigation, peer support, peer education, community development, social inclusion and health promotion activities.
5. Work productively with our partners and stakeholders through active collaboration and participation in partnership activities, where required.
6. Work to deliver innovative information, health promotion and brief interventions relative to prevention and testing of HIV and STI's, including assisting in the development of unique and innovative prevention strategies that will be relevant for diverse and under-served populations in Greater Western Sydney.
7. With the Senior Health Promotion and Peer Navigation Manager, develop a strong

understanding of HIV and HIV treatments and medications, multi-morbidities, treatment side-effects, strategies to maintain health and wellbeing, mental health, and provide this information to PLHIV in NSW.

8. Contribute to clinical and social research relative to ongoing research priorities as required.
9. Contribute to the development and implementation of quality health services for PLHIV.
10. Assist with the delivery of capacity building and sector-based workforce and organisational education aimed at elevating the experiences of PLHIV in NSW to relevant bodies, agencies, partners, stakeholders and funders.
11. Collect, collate and enter organisational and program data in a timely manner, and assist with reporting as required.
12. Comply with organisational policies and procedures.
13. Role model the experience of living with HIV in NSW on behalf of our community.
14. Work from an evidenced-based, scientific framework at all times.
15. Proactively contribute to the positive culture and work of Positive Life NSW.

**Key Performance Measures:**

1. Number of PLHIV (occasions of service) receiving peer navigation and support.
2. Evidence and data that qualifies and quantifies PLHIV access to services, diagnosis, treatment commencement and adherence, and retention in care.
3. Evidence and data that qualifies and quantifies program activities and funding acquittals.

**Selection Criteria:**

1. Experience in providing health or community related services.
2. Ability to work.
3. Demonstrated knowledge of current HIV related health and social issues.
4. Knowledge of HIV communities and the needs of PLHIV, with a commitment to promote social justice, dignity, and human rights of PLHIV.
5. Demonstrated interpersonal and communication skills including the ability to work with all PLHIV populations across NSW.
6. Ability to establish, develop and maintain links and partnerships with peers, community organisations and health service providers.
7. Preference will be given to a candidate with a professional working proficiency in Arabic.
8. Demonstrated ability to meet deadlines, contribute to multiple projects and coordinate tasks to achieve outcomes against competing demands.

9. 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.
10. Commitment to consumer engagement, consultation and participation in service planning and implementation of quality improvement programs.

## **Statement of Duties**

### **Service Provision**

1. Provide peer navigation, ongoing support, brief interventions, onward internal and external referrals, and capacity raising advocacy for PLHIV and those affected by HIV.
2. Deliver interventions and activities aimed at increasing PLHIV health and wellbeing, health literacy and assist them to participate in their own health.
3. 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 through referral and engagement with health and social services.
4. Provide timely, appropriate one-on-one support and advocacy via phone, face-to-face, and the internet to assist PLHIV regarding health and social service access and referral to other services.
5. Develop information and resources for PLHIV relative to health care and social services across diverse populations and local communities in NSW.
6. Continuously build and enhance partnerships with HIV and health service sector agencies to ensure PLHIV are appropriately referred and supported in a timely manner.
7. Identify and address service access barriers and quality improvement issues and develop and deliver presentations and written materials aimed at building capacity and improving service access and quality.
8. Maintain data and recording systems that enable Positive Life to evaluate the service and information needs of PLHIV, clinical and support service staff and report program activity.
9. 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.
10. Report on program activities and participate in monitoring and evaluation of the Peer Navigator Program, including recommendations.
11. Regularly review the PLHIV and HIV / health sector information requirements; based on PLHIV consultation findings and research and evaluation, and develop and disseminate resources as required aimed at improving health outcomes and maintaining PLHIV

treatment adherence and retention in health services.

12. Participate in and contribute to regular internal and external meetings including but not limited to staff meetings, clinic meetings, employment service provider sector meetings, service planning activities and training and professional development as required.
13. Work collaboratively with other agencies and to participate in joint agency programs and projects where required.
14. Undertake other activities as directed by the CEO.

### **Professional**

1. Maintain a high level of professional standards and participate in ongoing professional development.
2. Maintain a high level of health, employment 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 Senior Health Promotion and Peer Navigation Manager which includes work planning, debriefing and critical incidents.

### **Administration**

1. Participate in Quality Improvement activities to promote continuous improvement of service delivery.
2. Be familiar with and operate according to Positive Life NSW's vision, mission, objectives, policies and procedures.
3. Ensure all Positive Life documentation and client records are kept secure.
4. Attend staff meetings, staff training and other meetings as required.
5. Record KPIs for Ministry of Health and funder acquittals.

**Positive Life NSW is an equal opportunity employer**, using the principles of MIPA and GIPA. Positive Life NSW encourages people living with HIV, including Aboriginal, Torres Strait Islanders or people from diverse cultural and linguistic backgrounds, to apply.