

15 Steps to Starting an HIV Support Group (Guide for a Peer Advocate)

1. Keep your meeting at the same place and at the same time during the beginning weeks. Have your meeting even if no outside guests show up. Sometimes it will take a few weeks for you to start getting participants on a regular basis.
2. Create flyer about your group and post at clinics, other agencies, churches, supermarket, etc.
3. Make phone calls to interested participants.
4. Search for volunteers to lead your support group.
5. Make a welcome kit for new participants: include a confidentiality agreement, contact sheet, fact sheet about HIV, and an outline of the general format of group meetings.
6. Make a sign-in sheet, and have participants sign it at every meeting.
7. Create group agreements on the first day of group and post the agreements at every session.
8. Have different topics available for each group meeting.
9. Provide incentives if possible.
10. Conduct a needs assessment every six months.
11. Providing food is very important; if you don't have money for food, then do a potluck style, or see if there are near-by restaurants willing to donate.
12. Choose a point person for the support group - someone who doesn't mind sharing their contact information or screening new participants.
13. Create a crisis plan in case your participants have serious issues going on in their lives.
14. Make a list of possible outside speakers for group meetings
15. Give everyone a contact sheet with names and phone numbers of participants who do not mind sharing their information with group.

Tips:

- Observe time limits. Start on time and end on time so that members feel you are reliable. If they should have babysitters, they will be able to work with them easier.
- Be up front if no child care is available, let members know ahead of time if children are welcome and if not, don't make exceptions.
- Be prepared to have you or your co-leaders do most of the speaking at the first few meetings until your members begin to feel comfortable with each other.
- Free space can sometimes be found at the local school, churches, non-profit and social agencies or at member's homes.
- Place chairs in a circle and close enough that all members can hear.



For a healthy community

**KANSAS CITY FREE HEALTH CLINIC
PEER ADHERENCE PROGRAM
HIV EDUCATIONAL/SUPPORT GROUPS**

2008

- ⌘ Getting Older with HIV
- ⌘ Mental Health and HIV
- ⌘ Stigma
- ⌘ Boosting the Immune System

2007

- ⌘ Alcohol, Street Drugs and HIV
- ⌘ Self-Assertiveness
- ⌘ Adherence
- ⌘ Diet, Exercise, and Nutrition on a Shoestring Budget

2006

- ⌘ Communication Skills and Disclosure
- ⌘ Stress and HIV
- ⌘ Adherence
- ⌘ Taking Charge of Your Health

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(Group topics and back-up/supporting materials from internet, POZ, HIV Plus or any other documents related to the topic being presented should be added to this section. Fun quizzes, tests and evaluation surveys can be considered.)

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I. GROUP BASICS



A. Purpose of Groups:

The purpose of the groups is to engage more patients diagnosed HIV positive into learning better ways of living with HIV and adhering to medication regimens.

Part of the responsibility of the Peer Educators and Peer Education Program is to offer these groups.

The Program is to include the following:

Group interventions focusing on education, skill building, and peer support addressing a wide array of adherence related issues. These groups will vary in length, subject matter, and group model but all will be co-facilitated by a Peer Educator. These groups will be internally marketed to all HIV positive patients at the Kansas City Free Health Clinic.

It is the Peer Education Program's goal to host 6 cycles consisting of 4 groups each per year. In addition, it is a goal to have 120 individuals attend the groups.

A key piece of these groups is engaging people in care. It is important to spend a few minutes at the beginning of each group to discuss with participants the purpose of the peer program to open up access for potential clients.

Please see the article included in the Additional Information section of this manual to read about the importance of groups for persons living with HIV/AIDS.

B. Description of Groups

⌘ Peer to Peer Group Development

⌘ *Groups: 2006*

⌘ *Introductory Group*

Purpose: This group will include an HIV/AIDS 101 educational focus and will introduce the plan for the group schedule and what is expected of group members. A pre-test may be administered to gain a better picture of the level of understanding of HIV of the participants.

⌘ *Communication Skills*

Purpose: To present the skills necessary for patients to become more empowered patients in their medical care and in their personal life. For example, participants will learn effective communication skills for communicating with their Care providers and further developing techniques for disclosing one's HIV status to loved ones.

⌘ *Stress and HIV*

Purpose: To present participants information based on scientific research that demonstrates the impact of stressors on a person's body and immune system who is living with HIV. Further, techniques to learn better ways of coping and dealing with stress will be presented.

⌘ *Adherence*

Purpose: To present participants with information that demonstrates the importance of maintaining adherence to medications at or above 95% to prevent resistance. Further, participants will be provided with ways to deal with barriers to adherence. Not all participants will be required to be on medications to attend. This group will also focus on being adherent to medical and self care, rather than just medication adherence.

⌘ *Taking Charge of Your Health*

Purpose: To present a holistic view of quality of life care in order for participants to engage in taking care of themselves and their medical care. Techniques and skills to be taught will focus on empowerment and advocacy for self within the medical care system.

A post-test may be administered during the last group to obtain feedback on the group content, format, delivery, and knowledge gained.

B. Description of Groups

⌘ Peer to Peer Group Development

⌘ *Groups: 2007*

⌘ *Introductory Group*

Purpose: This group will include an HIV/AIDS 101 educational focus and will introduce the plan for the group schedule and what is expected of group members. A pre-test may be administered to gain a better picture of the level of understanding of HIV of the participants.

⌘ *Alcohol, Street Drugs and HIV*

Purpose: To present the information on how alcohol and drug use affect adherence to medications and CD4 count, how substance abuse may cause a decrease in immune function and an increased risk of opportunistic infections, and how interactions between recreational drugs and antiretrovirals can be deadly.

⌘ *Self Assertiveness*

Purpose: To define what self-assertiveness “is” and “is not”. Further, explain how being self-assertive promotes the strength and quality of Natural Killer (NK) cells in the immune system and how the body’s immune system is directly influenced by our emotional well-being.

⌘ *Adherence*

Purpose: To present participants with information that demonstrates the importance of maintaining adherence to medications at or above 95% to prevent resistance. Further, participants will be provided with ways to deal with barriers to adherence. Not all participants will be required to be on medications to attend. This group will also focus on being adherent to medical and self care, rather than just medication adherence.

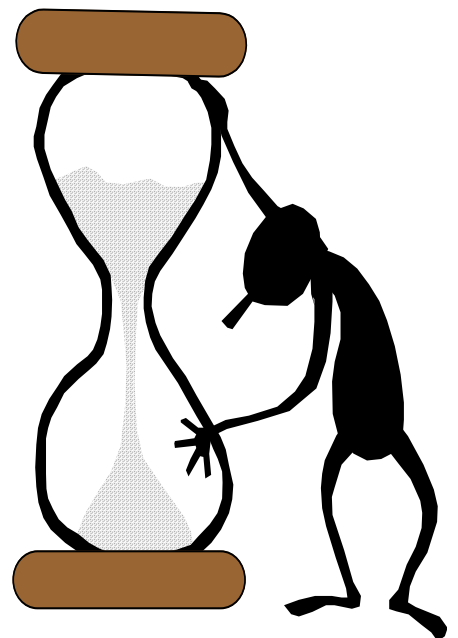
⌘ *Diet Exercise and Nutrition on a Shoestring Budget*

Purpose: To present a daily food guide, five easy things to boost nutrition, tips for good nutrition, food safety, and explain the benefits of exercise/activity for people living with HIV/AIDS, specifically resistance training.

A post-test may be administered during the last group to obtain feedback on the group content, format, delivery, and knowledge gained.

C. Flow of Groups → Logistics:

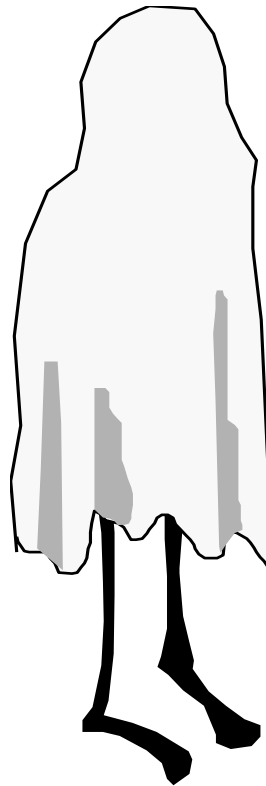
1. Please be prepared for your group before coming to the group to present
2. Please be at the clinic at least 15 minutes before groups start (Please let the Adhering to Wellness Coordinator or Supervisor know if you will be running late)
3. Material Responsibilities of Group Facilitator:
 - a. Consent Forms
 - b. Any materials to hand out to participants
 - c. Food and drink preparation
4. Group Presentation (Educational Portion) → 30 – 45 minutes
5. Time for discussion or demonstration of tools → 15 – 30 minutes
6. Closure of group → ~ 10 minutes
7. Clean-up!! 10 minutes



D. Absent?

If you will not be able to facilitate your group, it is recommended that you give notice of this possibility *as soon as you know*. If given enough notice, then you may switch nights with another peer. Otherwise, **IT IS YOUR RESPONSIBILITY** to find a replacement facilitator.

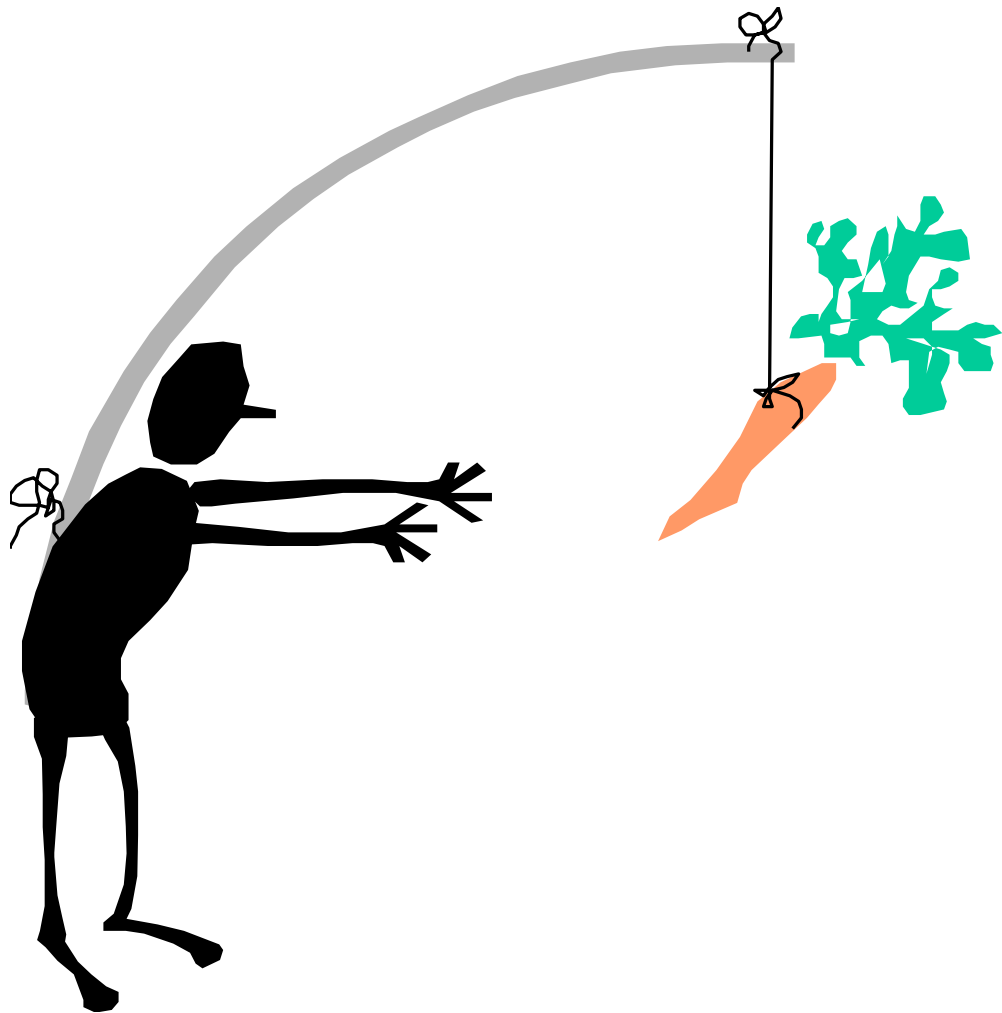
It is understandable that uncontrollable situations present themselves (i.e., illness, bad weather) but please remember that participants will be coming from many different places to attend group. Therefore, **IT IS YOUR RESPONSIBILITY** to be in touch with the Peer Treatment Adherence Specialist AND Adhering to Wellness Coordinator as soon as you know you will not be able to facilitate your group.



E. Ground Rules:

1. RESPECT between group members
2. TIMELINESS - Please be on time and stay the full time
3. CONFIDENTIALITY and PRIVACY are of utmost importance
4. These groups are developed for YOU – Please turn off cell phones and pagers when entering group to avoid distractions
5. Do not be afraid to ask questions, chances are someone else is wondering the same thing!
6. The groups are meant to be interactive, so please feel free to offer suggestions or advice related to the topics of groups based on your own experiences.
7. Please give us feedback if you feel there are topics you would like to learn more about
8. RELAX AND ENJOY!

II. MARKETING STRATEGIES



METHODS OF MARKETING:

At least one month before groups are to start, one may complete the following

❖ Create Fliers

- Send in mail to potential participants that can receive mail
- Hang in patient rooms
- Leave a stack at the front desk
- Distribute to all case managers
- Distribute at relevant community meetings
- If allowed, post in drugstores/pharmacies

❖ Create a Letter

- Send in mail to potential participants that can receive mail

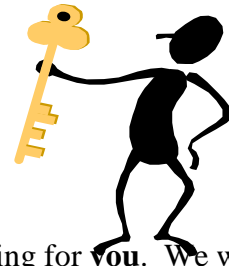
❖ Phone Calls

- Have peers call their clients to solicit groups
- When making appointment reminder calls, peers could solicit groups to individuals who answer the phone if messages can be left

❖ Other ideas?

January 31, 2006

Dear Client,



We are writing to let you know about a group that we are developing for **you**. We want to expand the peer adherence program to include more opportunities for aiding you in achieving a better quality of life. We are going to offer a group that will consist of 5 different sessions covering topics that many of you told us you were interested in. Here are the topics we will be covering:

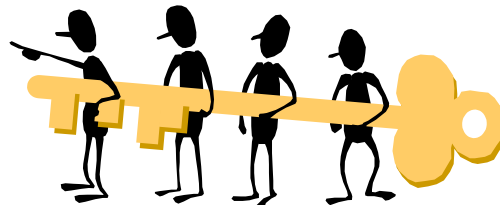
- ⌘ **Week 1: (Optional) Introduction** → We will present an overview of HIV and the topics that will be presented. This group will also allow you to provide us with feedback on what you would like to see in the upcoming groups.
- ⌘ **Week 2: Communication Skills** → This session will include techniques for learning how to communicate better with your care providers and also teach you ways of disclosing your status to loved ones.
- ⌘ **Week 3: Stress and HIV** → This session will provide you with information about how HIV impacts the immune system and provide you with the tools for dealing with stress. Watch how your t-cells/CD4 counts will rise just by learning how to relax!
- ⌘ **Week 4: Adherence** → This session will provide you with information that demonstrates the importance of maintaining adherence to medications at or above 95% to prevent resistance. You will also be provided with “tools” for overcoming barriers to adherence. This session will also focus on being adherent to medical and self care, rather than just medication adherence.
- ⌘ **Week 5: Taking Charge of Your Health** → This session will provide you with an understanding of how to create a better quality of life for yourself from a holistic viewpoint. Techniques and skills will be shared on how to become more empowered and how to advocate for yourself within the medical care system.

The groups will begin on **Tuesday, February 14th** (Valentines Day) and will be held from **10:30 a.m. → 12:00** at the Kansas City Free Health Clinic. Everything will be kept confidential in these groups.

We will have snacks and drinks for you! Please come take the next steps towards taking care of yourself and putting yourself first!

Please contact Megan at 777-2799 or the peers at 777-2723 for more information about the groups. We look forward to seeing you on Tuesday, February 14th at 10:00!

Sincerely,
Your Peer Adherence Team ☺



Do you know what it means to put YOURSELF FIRST?

Are YOU ready to change your life?

Do YOU want to live a healthier, stress free life?



We want to help YOU put YOURSELF FIRST!

Please join us (YOUR Peer Adherence Team) beginning **Tuesday, February 6th from 5:00-6:15** at the Kansas City Free Health Clinic we will hold weekly meetings for you and will cover the following topics: **2007**

- ⌘ Alcohol, Street Drugs and HIV
- ⌘ Self-Assertiveness
- ⌘ Adherence
- ⌘ Diet, Exercise, and Nutrition on a Shoestring Budget

These groups are free and snacks and refreshments will be served!
All you need to do is be here on time to learn, discuss, and enjoy taking care of yourself!

We hope you will join us and we look forward to working with you!

Questions or Concerns?

Please contact LaTrischa at 777-2745 or the Peer Office at 777-2723.

★ Adhering to Wellness ★



Are you ready to put yourself FIRST? Are you interested in learning how to better your quality of life? The peer educators from the Kansas City Free Health Clinic will be presenting groups related to wellness for all individuals diagnosed HIV positive.

The groups will be confidential. Food and incentives will be provided for your participation.

Topics to be presented will include:

- ⌘ Alcohol, Street Drugs and HIV
- ⌘ Self-Assertiveness
- ⌘ Adherence
- ⌘ Diet, Exercise and Nutrition on a Shoestring Budget

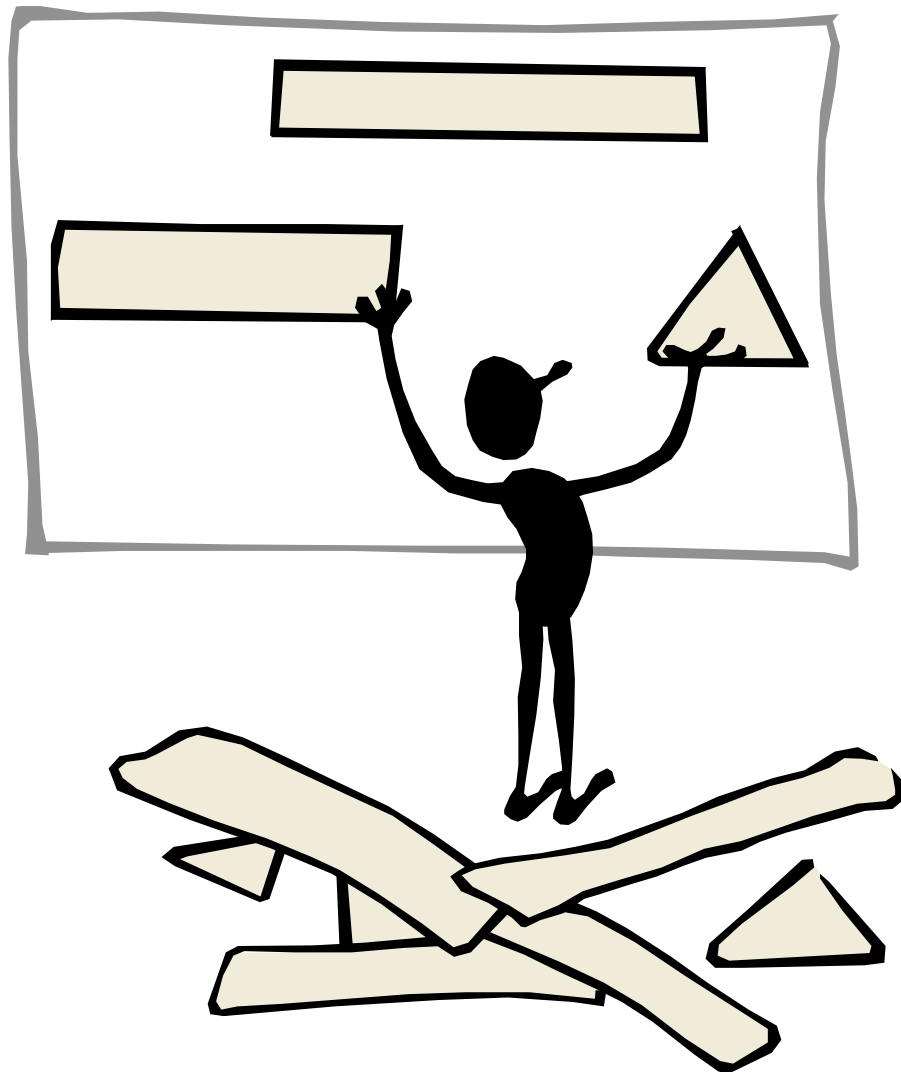
Dates: Tuesday evenings from 5:00 – 6:15
February 6th , February 13th
February 20th , and February 27th

Location: Kansas City Free Health Clinic

Need more information? Please call 777-2745 or 777-2723



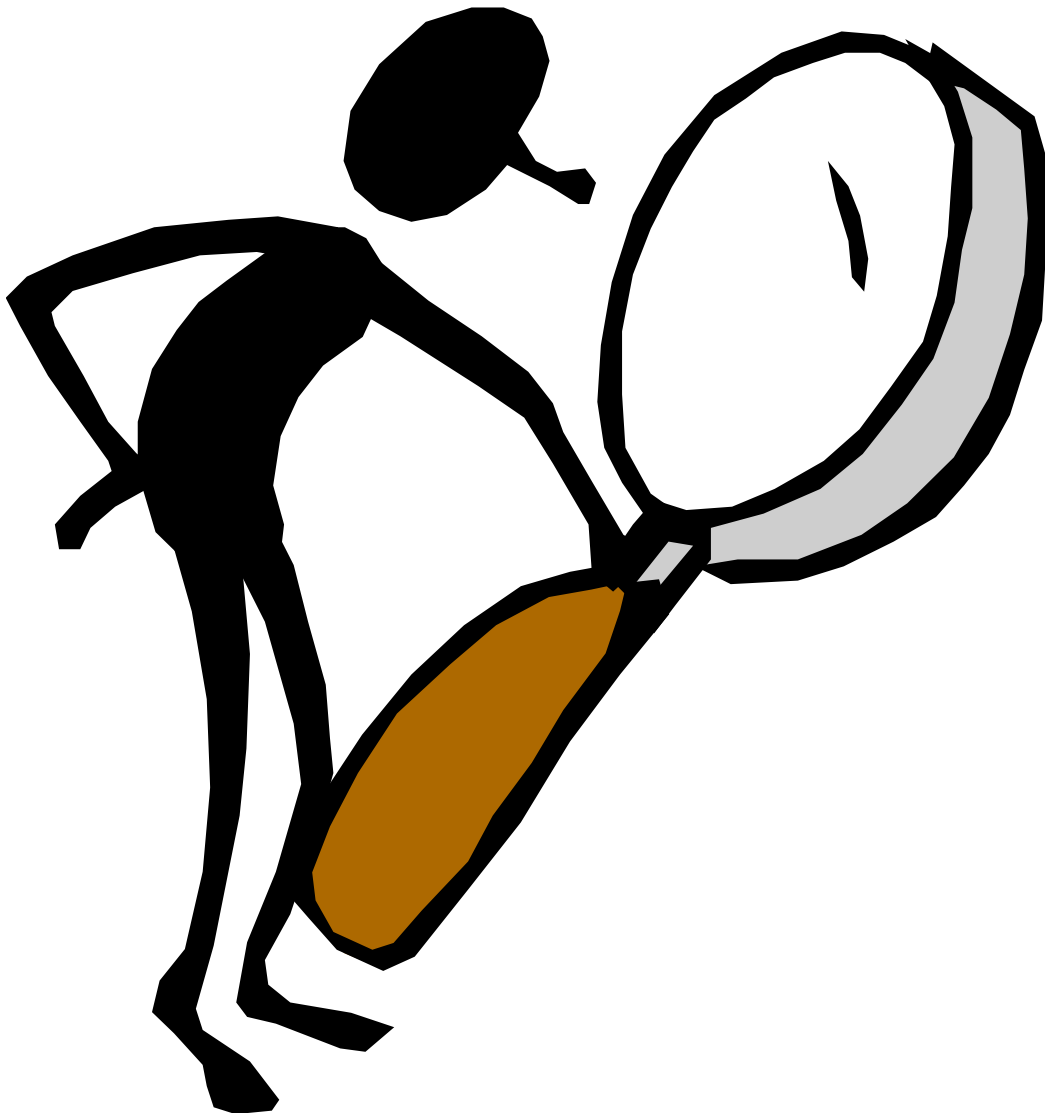
III. GROUP EDUCATIONAL MATERIALS



SAMPLE OUTLINE FOR

STRESS AND HIV (on PDF attachment)

IV. ADDITIONAL INFORMATION



A. INCENTIVES FOR PARTICIPATION:

Ideas:

1. Offer meals from Price Chopper (they will warm up meals – ex: lasagna, pizza, etc.)
2. Ask assistance from Pharmaceuticals to provide meals
3. Order Pizza
4. Provide snacks

Incentives for Participation Ideas:

1. Every group a raffle could be held for participants either at random or for those who answer questions correctly. They could win bus tickets, meals from local restaurants, movie passes, grocery store gift cards, etc.
2. If a participant attends all 4 groups, he or she will have their names entered into a drawing for a grand prize.
3. Participants completing evaluation will receive a gift certificate or gas card.



B. Article to Support the Need for Groups for Persons living with HIV

Hyde, J. Appleby, P.R., Weiss, G., Bailey, J., & Morgan, X. (2005). Group-level interventions for persons living with HIV: A catalyst for individual change. *AIDS Education and Prevention, 17SA*, 53-65.



KANSAS CITY FREE HEALTH CLINIC JOB DESCRIPTION

Position: Peer Educator	Exempt Status: Non- Exempt	Work Status: Part Time
Job Code:	Division: HIV Primary Care	
Reports To: - Treatment Adherence Specialist		Date: January 21, 2003 Revised January 31, 2006 Revised June 8, 2006

Job Summary: The Peer Counselors are integral to the Treatment Adherence Program and provide specialized services in a professional environment. Peer Counselors work to encourage engagement into care and support adherence to treatment by providing education, resources, and mentorship.

Duties and Responsibilities:

Clinical

1. Adhere to confidentiality policies. It is a direct violation of Clinic policy to share the names or case facts concerning any client, patient or volunteer of the Clinic with any other person with the exception of those actually involved in the care of the patient/client. Any release of confidential information to any other entity shall be preformed by authorized personnel only and shall be accompanied by proper written authorization from the patient/client.
2. Peer counselors have scheduled office hours to complete office work, be available to meet with new clients, or provide one on one session with current clients.
3. Pull next day appointment charts, following the peer counselor standard operating procedures, complete patient reminder and DNKA calls.
4. Document information and relay pertinent information to treatment adherence specialist and/or provider.
5. Peer counselors carry a case load of individual clients and provide one on one support, education, and information.
6. Contact should be individually tailored to address treatment adherence issues of the client.
7. On average, peers should have weekly or bi-weekly contact with their clients.
8. Participate in continuing HIV/AIDS education and meetings.
9. Design and facilitate peer program-5 session groups that support treatment adherence issues.

Administrative

1. Follows all policies and procedures.
2. Completes all appropriate paper work in a timely manner (see Protocol and Operational Activities Manual).
3. Attends individual supervision meetings with Treatment Adherence Specialist.

4. Attends peer counselor team meetings.
5. Assists in providing education and training to other peers.

Education and Experience:

- Possess basic knowledge and understanding of HIV/AIDS treatment adherence related issues.
- Possess willingness and ability to acquire further HIV/AIDS education and training
- Must complete Peer Counselor training sessions.
- Must participate in ongoing peer counselor training
- Possess good communication skills: including verbal, phone, and written skills.
- Ability to interact with diverse groups.
- Strong interpersonal skills including the ability to demonstrate empathy.
- Ability to work independently and seek guidance or assistance when necessary.
- Ability to work with multidisciplinary team of medical professionals.

Physical Demands/Working Conditions:

1. Intermittent physical activity including walking, standing, sitting, lifting and supporting of patients.
2. Incumbent will be exposed to virus, disease and infection from patients in working environment.
3. Incumbent will be required to work at one of our two facilities and be responsible for own transportation.
4. Incumbent may experience traumatic situations including but not limited to psychiatric, dismembered and terminal patients.

The above information is intended to describe the most important aspects of the job. It is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required in order to perform the work.

Approved:

Employee

Supervisor/Manager

Date

Date

Project ARK Treatment Adherence Counselor Job Description

Background: The Treatment Adherence Counselor position is an extension of the existing Family Advisor Program (FAP) designed to respond both to needs identified by clients within the Part D Network and to HRSA mandates for support of peer involvement in HIV/AIDS service delivery to Part D populations (children, youth, women and families). The Treatment Adherence Counselor position, under the guidelines of the Missouri Department of Health, will expand services to Part C populations to enhance treatment adherence support programming amongst consumers.

Scope: FAP activities are focused on providing assistance to front-line care and retention staff in service delivery to clients. Treatment Adherence Counselors will assist clients in achieving optimum health outcomes through the identification and removal of barriers to medication adherence by: improving availability, accessibility and quality of core medical services; reducing unmet needs and barriers for people needed HIV/AIDS services in the TGA; & maximizing access and linkage to existing community resources for essential support services.

Supervision: FAP are conducted under the supervision of the Family Life Specialist, Stacey Slovacek, CCLS.

Activities:

1. Act as a member of the multidisciplinary team to address adherence needs of clients.
2. Provide support to referred clients by assisting with clinic orientation, peer support and collaborating on addressing the needs identified in the patient care plan.
3. Will work as part of the HATAP team, or other such existing programs, to assist clients in a comprehensive approach to adherence.
4. Will provide emotional (peer) support and assist with linkage needed to mental health services.
5. Complete initial client intake (completing goal planning) and maintain enrollment of 20-25 clients per year.
6. Complete 20 treatment adherence sessions with enrolled clients each month to improve client understanding of medication and lab values.
7. Participate as a member of the multidisciplinary team weekly staffing to represent 100% of your client enrollment.
8. Monitor kept medical appointments & CD4 counts quarterly to review each clients adherence.
9. Help remove barriers to attending medical appointments by referring to appropriate professionals as needed such as mental health services, case management, substance abuse treatment, coordination of transportation, & delivery of on-site child care.
10. Participate in home visits as appropriate to execute plan of care for clients.
11. Maintain and complete required documentation for the medical chart for each care plan & intervention completed.
12. Complete at least 8 continuing education hours per year.
13. Attend monthly Family Advisor staffing.
14. Participate in appropriate Consumer Advisory Board (CAB).

Minimum Qualifications:

1. 18 years of age or older
2. Patient of a Project ARK collaborative site - clinical program
3. High School diploma or GED recommended
4. HIV-related education peer counseling training course from a grantee approved site
5. Basic computer skills (familiarity with Microsoft Word and Excel, preferable)
6. Assess to reliable transportation (automobile preferred, but not required)
7. Have appropriate skills, relevant experience, cultural and linguistic competency, knowledge about HIV/AIDS & client confidentiality and knowledge of available health and social services related resources.

Peer Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Project ARK Network Family Advisor Job Description

Background: The Family Advisor Program (FAP) is a Project ARK program designed to respond both to needs identified by clients within the Title IV Network and to HRSA mandates for support of peer involvement in HIV/AIDS service delivery to Title IV populations (children, youth, women and families).

Scope: FAP activities are focused on providing assistance to front-line care and retention staff in service delivery to clients. Tasks are primarily time-limited projects and are related to ancillary services which are designed to improve patient retention in care, encourage client connectedness to ARK Network programming, and address identified client/family needs (ie, special events coordination, donation organization and distribution, Community Advisory Board recruitment, appointment reminder calls).

Supervision: FAP are conducted under the supervision of the Family Life Specialist, Stacey Slovacek, CCLS.

Activities:

1. Assist with the collection, organization, and distribution of donations received for the Title IV populations, to include annual school supply and toy drives for HIV-infected/affected children..
2. Assist with planning, coordination, and implementation of ARK Network special events such as Families Night Out, psychoeducational meetings (“Eat & Learn”), retreats, and holiday events.
3. Compile and publish quarterly newsletter and other informational materials targeted to Title IV populations served throughout the ARK Network. Advisors may also develop other mechanisms to educate Title IV populations about services available both within Network and in the larger community (ie Passport to Care, etc). Supervisor and/or other Project ARK management team members must approve all materials prior to dissemination to clients/families.
4. Recruit at least two clients per 12-month period representing Title IV populations (youth, women, and caregivers or pediatric clients) for participation in the Project ARK Community Advisory Board (CAB).
5. Attend a minimum of 75% of scheduled CAB meetings per 12-month period.
6. Participate in monthly group supervision meetings, and in individual supervision meetings with supervisor as appropriate. Additional meetings and/or training sessions may also be required within Project ARK, Washington University School of Medicine, or in the larger community.
7. Assist with Family/Childcare for Title IV women’s clinic when childcare solutions is not available.
8. Perform other duties as deemed necessary and/or assigned.

Minimum Qualifications:

8. 18 years of age or older
9. Patient or affected family member of a Project ARK Network clinical program
10. High School diploma or GED
11. HIV-related education/training, or other HIV-related experience with clients/families
12. Basic computer skills (familiarity with Microsoft Word and Excel, preferable)
13. Access to reliable transportation (automobile preferred, but not required)
14. Familiarity with issues related to individuals/families affected by HIV/AIDS and ability to maintain confidentiality regarding client/family medical history and other sensitive information.



Peer Advocacy Program Manager

Reports to: Executive Director

Status: Part-time (30-32 Hours)

Salary: Depends on experience/ Full benefits

Description:

The Peer Advocacy Program Manager oversees the daily functioning of the WORLD Peer Advocate Program and reports directly to the Executive Director. The Program Manager provides administrative supervision by monitoring peer workloads and performance. WORLD peer advocates report directly to the Program Manager regarding work duties and daily attendance. She also provides mentoring to peers regarding client follow up, and other client-related activities. The Program Manager keeps program records and oversees the client database(s). She is the primary liaison between the Family Care Network, and monitors peer coverage of FCN clinics, providing troubleshooting between peers and clinic staff when needed. The Program Manager attends FCN case conference and Leadership Council Meetings to represent the WORLD peer program.

Job Duties:

1. Supervise peer advocates by tracking peer participation in the program, checking in with each peer regularly, and providing yearly work evaluations.
2. Track new client intakes by collecting from referral sources and/or peer advocates and following up with peers to ensure clients are being served.
3. Provide FCN documentation to FCN and/or oversee FCN-wide database.
4. Provide regular individual check-ins for each peer regarding client contact, mentoring peers regarding client follow-up and other client-related activities.
5. Maintain other documentation related to peer advocacy (e.g. Records of Contact).
6. Monitor FCN clinic coverage and communicate with peers and case managers regarding coverage.
7. Attend monthly FCN case conference task force meeting and quarterly FCN Leadership Council meeting.
8. Ensure that peer program is represented in WORLD staff meetings and events.
9. Attend weekly peer group meetings led by the program consultant and report to the peers regarding administrative items when necessary.
10. Meet regularly with program consultant to troubleshoot peer/program issues and receive support and training in management and peer supervision.

Qualifications:

1. High School diploma or equivalent.
2. Good verbal and written communication skills
3. Experience providing counseling, advocacy, supervision, leadership and/or mentoring to others.
4. Ability to keep a consistent schedule.
5. Minimum two years experience providing direct service or volunteer services to women living with HIV/AIDS or women who reflect the population of WORLD's community.
6. Experience, knowledge, and understanding of HIV/AIDS; living with HIV; and social and cultural issues related to living with HIV.
7. Experience with administrative duties such as computers, databases, filing, scheduling, and tracking services.
8. Attention to detail is a must.
9. Experience responding to clients in crisis.
10. Ability to work with peers using a problem-solving approach.
11. Ability to work with colleagues using a communicative and collaborative approach.
12. Team player and also able to work independently.



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13. Experience collaborating with other professionals particularly in the medical and substance abuse/mental health systems.
 14. Ability to embrace a community-based, peer-centered, harm reduction approach to working with WORLD's community of women and families living with HIV.
 15. Demonstrated interest in self-reflection and awareness of cultural issues in our community.



Family Care Network (FCN) Consumer Input Taskforce & Retreat Coordinator

Report to: Executive Director

Status: Part-time (25 hours per week – hours will increase prior to, during and following retreats)

Salary:

Description:

WORLD is a member of a Ryan White Part D funded collaborative organization serving women, youth and children living with HIV/AIDS in Alameda and Contra Costa counties – the Family Care Network (FCN). The FCN has subcontracted with WORLD to facilitate and coordinate its Consumer Input Task Force (CITF). The CITF is comprised of women and youth living with HIV who are also consumers of the FCN services. The goal of the committee is to advise and give feedback to the FCN on their current services, identify unmet needs and issues that need attention or resolution, and help foster a sense of community among consumers receiving FCN services. Additionally, this part-time position will coordinate WORLD's semi-annual retreats for HIV –positive women.

The CITF Coordinator will be supervised by WORLD's Director of Training and Education and will work in cooperation with additional CITF support staff and the Peer Advocate team.

Duties and Responsibilities CITF:

1. Facilitate CITF meeting with members, in conjunction with co-chairs.
2. Meet regularly with CITF co-chairs to review agenda and upcoming activities.
3. Liaison role with FCN management regarding the work of the CITF and relevant communication. Includes occasional verbal report to FCN.
4. Assist in logistics and scheduling of community events that CITF is involved in, such as tabling, public speaking and social events.
5. Work with WORLD support staff on the CITF project.
6. Coordinate food for CITF meetings and events.
7. Identify training topics that may be useful for the CITF and coordinate scheduling.
8. Track member incentives and make requests to ED for these funds as needed.

Duties and Responsibilities Retreats:

1. With manager, determine and monitor the retreat budget;
2. Select and reserve a retreat site and transportation
3. Explore supportive and informative retreat activities
4. Recruit participants and qualified activity leaders (paid and volunteer service providers)
5. Enroll participants and process their applications
6. Organize the retreat schedule
7. Purchase necessary supplies and prizes
8. Prepare service providers and volunteers for retreat; supervise service providers and volunteers at the retreat
9. Print certificates for participants;
10. Prepare, supervise and analyze the evaluation segments with assistance from manager
11. Other duties as assigned based on needs of organization.

Desired Qualifications:

1. High school diploma or equivalent.
2. Bilingual Spanish/English; Bicultural preferred.
3. Excellent interpersonal, oral and written communications skills.
4. Team player, self-motivated, able to work independently and on a team.



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5. Firsthand knowledge in HIV/AIDS issues.
 6. Experience facilitating meetings and trainings.
 7. Experience planning and implementing events.
 8. California Driver's License and access to car preferred but not required.



HIV University Coordinator

Reports to: Executive Director

Status: Part-time (20 Hours/week)

Salary:

Responsibilities:

1. Outreach and recruitment of HIV U participants.
2. Prepare and administer applications and pre-test.
3. Coordinate planning meetings.
4. Plan and coordinate (or supervise volunteer coordination of) Open House.
5. Plan/mentor Deans' planning for classes.
6. Participate in classes
7. Mentor volunteer Deans (Dean of Instructors, Dean of Students, Dean of Nutrition) to ensure program has speakers, food, transportation and childcare
8. Ensure students get linked to case management and/or peer advocacy.
9. Plan and coordinate (or supervise volunteer coordination of) graduation event.
10. Maintain participant database
11. Prepare and print graduation program.
12. Prepare and print diplomas and certificates of thanks.
13. Oversee graduation celebration.
14. Conduct formal program evaluation. (In coordination with UC research team.)
15. Other duties as assigned based on needs of organization.

Qualifications:

1. Familiarity with and commitment to WORLD's mission (information, support, advocacy and education for HIV+ women and their loved ones)
2. Good at communicating with individuals
3. Good at communicating with and facilitating groups
4. Experience organizing/coordinating events
5. Knowledgeable about HIV disease, treatments and resources (or strong commitment to learn)
6. Must be courteous, friendly, and enthusiastic about learning and working with people from diverse backgrounds.
7. Must have basic computer skills (word processing, e-mail). Additional computer skills (i.e. database, graphic design) helpful but not required.
8. Bilingual (Spanish/English) a plus, but not required.
9. College-level education a plus, but not required.

WORLD is an Equal Opportunity employer. We actively seek applications from people living with HIV/AIDS and other disabilities, women, and people of color.



Peer Advocate Job Description

Reports to: Program Manager

Status:

Salary:

The role of the Peer Advocate is to provide a bridge between providers and clients (HIV-positive women) that facilitates the medical and psychosocial care of the client.

The Peer Advocate works in a team setting as one component of the clients coordinated care. However, the Peer Advocate is an advocate for the client, and maintains a relationship with the client that fosters trust and understanding distinct from a provider role.

The peer Advocate is expected to serve as a role model who provides reliable information, appropriate referrals, and emotional support to women who are infected with HIV or AIDS. Peer Advocates also help clients access services (medical, emotional, economic, and legal) and sometimes accompany clients to appointments or arrange for transportation as needed.

Required Qualifications:

1. First hand understanding of issues related to living with HIV or AIDS.
2. Familiarity with AIDS services in the city of _____.
3. Ability to work as part of a team, with other Peer Advocates at our Agency and with health care providers in clinical settings.
4. Honesty and genuine compassion for individuals living with HIV/AIDS.
5. Ability and willingness to accept direction from supervisor.
6. Good oral and written English communication skills.
7. Good telephone skills
8. Comfort with the diversity (ethnicity, sexual orientation, socioeconomic status, etc.) of our multicultural community.
9. Ability to maintain required work schedule, be on time, keep work area neat and be accountable for how time is used.
10. Ability to use good judgment regarding confidentiality issues.
11. At least one year clean and sober if addiction has been an issue.
12. Ability to advocate for clients by bringing concerns about services to providers' attention.
13. Ability to help clients identify risk reduction strategies (safer sex, drug treatment, needle exchange, etc.)
14. Strong knowledge of HIV disease, treatments, and substance abuse issues.

Preferred Qualifications:

1. Basic computer proficiency (email, word processing)
2. Prior peer experience or peer education training.
3. Prior experience with record keeping and documentation.
4. Training certificate in HIV 101, Peer Education/Advocacy, HIV treatment is preferred but not required.

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FAMILY CASEWORKER/PEER ADVOCATE (Christie's Place)

DESCRIPTION OF DUTIES:

This position reports to the Program Manager. Duties include outreach to HIV positive women of color who are newly diagnosed or have fallen out of care. Role includes conducting informal assessments of client's need for primary care/treatment and/or supportive services, early intervention/diagnosis information, peer based counseling, information based and hand-in-hand assistance in accessing appropriate services.

Specific Duties Include:

1. Conducting single session outreach groups/workshops to the target population throughout the County of San Diego.
2. Implementing a countywide outreach plan for women of color including venue based activities
3. Establishing and maintaining linkages with existing Access & Outreach providers and programs
4. Interviewing program participants at intake including client orientation, referrals, case documentation and follow-up
5. Conducting informal assessments of client's need for primary care/treatment and/or supportive services, early intervention/diagnosis information, peer based counseling, information based and hand-in-hand assistance in accessing appropriate services.
6. Providing service and/or referrals to clients and their families to social service activities designed to meet their needs. Identifying, developing and maintaining linkages within the system of care and outside of Ryan White.
7. Providing one-on-one emotional support for clients.
8. Assisting clients in navigating the Ryan White CARE Act service system and assisting clients in overcoming barriers to accessing services.
9. Working in coordination with case management services.
10. Preparing program materials and correspondence as required. Maintaining client demographic and service utilization data on automated systems.
11. Maintaining confidentiality of all materials

POSITION REQUIREMENTS:

The employee must be able to perform the following tasks, among others:

1. Knowledge of HIV infection related social and emotional issues
2. Demonstrated competency in working with culturally diverse, low income or no income clients and special populations required
3. Ability to work well with people and possess strong customer service skills
4. Well organized and detail oriented
5. Strong interpersonal and communication skills, in person and on the telephone
6. Experience in assisting clients in social services and health care access
7. Knowledge and experience in providing HIV/AIDS education and information is preferred.
8. Ability to speak and write Spanish fluently preferred.



SAMPLE Peer Advocate Job Description

The role of the Peer Advocate is to provide a bridge between providers and clients (HIV-positive women) that facilitates the medical and psychosocial care of the client.

The Peer Advocate works in a team setting as one component of the clients coordinated care. However, the Peer Advocate is an advocate for the client, and maintains a relationship with the client that fosters trust and understanding distinct from a provider role.

The peer Advocate is expected to serve as a role model who provides reliable information, appropriate referrals, and emotional support to women who are infected with HIV or AIDS. Peer Advocates also help clients access services (medical, emotional, economic, and legal) and sometimes accompany clients to appointments or arrange for transportation as needed.

Required Qualifications:

1. First hand understanding of issues related to living with HIV or AIDS.
2. Familiarity with AIDS services in the city of _____.
3. Ability to work as part of a team, with other Peer Advocates at our Agency and with health care providers in clinical settings.
4. Honesty and genuine compassion for individuals living with HIV/AIDS.
5. Ability and willingness to accept direction from supervisor.
6. Good oral and written English communication skills.
7. Good telephone skills
8. Comfort with the diversity (ethnicity, sexual orientation, socioeconomic status, etc.) of our multicultural community.
9. Ability to maintain required work schedule, be on time, keep work area neat and be accountable for how time is used.
10. Ability to use good judgment regarding confidentiality issues.
11. At least one year clean and sober if addiction has been an issue.
12. Ability to advocate for clients by bringing concerns about services to providers' attention.
13. Ability to help clients identify risk reduction strategies (safer sex, drug treatment, needle exchange, etc.)
14. Strong knowledge of HIV disease, treatments, and substance abuse issues.

Preferred Qualifications:

1. Basic computer proficiency
2. Prior peer experience or peer education training.
3. Prior experience with record keeping.
4. Training certificate in HIV 101, Peer Education/Advocacy, HIV treatment is preferred but not required.