GEORGE HOUSE TRUST

HIV POSITIVE LIVING SINCE 1985

RECRUITMENT PACK

INTENSIVE SUPPORT CASE COORDINATOR

OCTOBER 2026

INVESTORS IN PEOPLE We invest in people Standard

The Queen's Award for Voluntary Service

Open To All

disability confident COMMITTED

We are a Living Wage Employer

FOR A WORLD WHERE HIV HOLDS NO ONE BACK

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A Message From

Darren Knight

CHIEF EXECUTIVE

Our focus is on ensuring that we continue to meet the needs of people living with HIV and respond effectively to the challenges they face. This role plays a vital part in strengthening and developing our Intensive Support Programme, building on its success and helping us maximise our impact. It ensures that everyone we connect with through intensive support receives the help they need to achieve the best possible outcomes.

You'll work closely with colleagues, clinics and partner agencies to deliver a person-centred service that responds to the complex needs of people living with HIV who have a detectable viral load. Through collaboration and partnership working, you will help ensure people can access the support, services and opportunities they need to thrive.

Everyone living with HIV, regardless of viral load, deserves to live in a world where HIV holds no one back. This is an exciting opportunity to contribute to an established and highly valued programme, building on our strong reputation for delivering high-quality support and helping us continue to make a meaningful difference in the lives of people living with HIV.

Good luck with your application.

Darren.

An Introduction To George House Trust

George House Trust is a charity with a clear vision for a world where HIV holds no-one back. Originally established in 1985 as Manchester AIDS Line, we've evolved over the years and we now provide a comprehensive range of services and support for people living with and affected by HIV.

We now offer more than 30 different services spanning everything from wellbeing, welfare and financial support. A big focus for our work is on social connectivity and innovative projects supporting people across a range of different issues including ageing well with HIV, supporting those with complex lives and promoting inclusion.

We currently employ 31 people and we're supported by 150 volunteers. Our organisational purpose is 'inspiring people living with HIV to live healthy and confident lives' and we're looking for someone to join our movement and share our purpose to make a positive change for people living with HIV.

Who We Support

George House Trust supports people living with and affected by HIV. Our work includes supporting partners, families, friends, colleagues and employees.

Young, old, newly diagnosed or living with HIV since the early 1980s, our team are wholly focused on person-centred and individual outcomes so that people can live well.

2,915

PEOPLE LIVING WITH HIV SUPPORTED BY OUR PEOPLE

> My life was on the edge. I had a lot going on. I was able to pour everything into the counselling. It helped me so much. Now I am in a very good place, looking forward to the future. KAI

An Introduction To George House Trust

54 FAMILIES SUPPORTED WITH FREE INFANT FORMULA AND BABY FEEDING KITS

What We Do

A big focus of our work is on supporting people with a range of different issues relating to HIV across the whole life course, including support for young people, support for ageing well, supporting people with complex lives, tackling vulnerability, inequality and promoting inclusion.

All of our support is user led, designed with, by and for people living with HIV.

Why We Do It

George House Trust believes that people should have the support, information, advice and guidance that they need to live well with HIV. Everyday, we see people who face discrimination, some are living in fear and most are managing the consequence of structural and societal stigma that is unique to HIV as a health condition.

We see our role as the support service to enable people to realise their potential and focus on HIV positive living.

Where We Work

Our work has a focus on Greater Manchester and Liverpool, and we tackle HIV-related stigma wherever we see it.

47 PEOPLE LIVING WITH HIV SUPPORTED BY OUR INTENSIVE SUPPORT WORK

> "Words fail me to express how much I can thank you. Without you, I don't really know who was going to help me. I can't even thank you enough."
> **ASH**

Our Strategy

The strategic priority for George House Trust is to 'Ensure our work meets the changing needs of people living with HIV'. There are 4 strategic objectives that shape all that we do and they are:

- **We will support more people.**
- **We will provide quality services.**
- **We will involve more people living with HIV.**
- **We will improve the way we do things.**

The purpose, vision and values of George House Trust drive the organisation's strategy, focus and service delivery and are as follows:

Our Vision
A world where HIV holds no one back.

Our Purpose
Inspiring people living with HIV to live healthy and confident lives.

Our Values
Passionate. Inclusive. Responsive.

The Way We Work

George House Trust encourages accountability, individuality and flexibility in our team. We want our people to have ideas and turn them into action. We bring the team together regularly to explore ideas and share learning through team meetings, development workshops and externally facilitated workshops too.

Personal development is important to us too. We encourage people to learn and, in addition to providing an individual training budget for all staff, we actively encourage people to get involved in external partnerships that develop learning and networks.

The Benefits of Working at George House Trust

We offer an excellent employee benefits package which includes:

- an individualised approach to flexible working.
- an 8% non-contributory pension scheme.
- a cycle to work scheme.
- a dedicated training budget for each employee.
- full remote digital access to enable agile working.
- 25 days annual leave plus 8 bank holidays plus additional days at Christmas.

...plus, many other benefits.

The Team

George House Trust currently has 31 employees. The team is supported by 130 active volunteers. We are led by a board of 9 trustees who bring a blend of skills, experience and passion to the strategic leadership and governance of the charity.

HOW TO APPLY

GEORGE HOUSE TRUST

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How To Apply

Please apply by writing, in MS Word format or Google docs and in no more than 2,000 words, answering the following questions:

1. Why do you want to work at George House Trust?
2. What will you bring to the role to George House Trust?
3. Detail your skills, knowledge and experience in addressing the 5 priorities of the role, considering the criteria in the person specification.

All applications must be emailed to recruitment@ght.org.uk in an editable format [Microsoft Word or similar] by 11pm on Monday 9th November 2026 along with your completed demographic monitoring form. Please do not submit your application as a PDF.

Please also add your current CV to your application in MS Word format.

If you have any questions about this role or the application process, contact Jill Cooke, by emailing jill@ght.org.uk or calling 0330 174 4433.

Interviews will be held the week beginning 23/11/26.

Intensive Support Case Coordinator: About The Role

HOURS
35 hours per week

CONTRACT
12 Month Fixed Term Contract

SALARY
£32,167.74

LOCATION
Based in the community and at George House Trust's office with frequent travel across Greater Manchester to various external locations including clinics. A full UK driving licence and access to a car is therefore essential for this role.

ACCOUNTABLE TO
Targeted Support Team Leader

Purpose Of The Role

To support individuals living with HIV who have additional complex needs by identifying at initial assessment the barriers preventing them fully engaging with their HIV care and working with those individuals to address those issues so that they remain well and live confidently with HIV.

Principal Responsibilities and Areas Of Focus

Your key areas of focus will be:
1.To support people living with HIV with complex needs, and maintain up to date records for the purpose of monitoring and evaluation.
2. To work alongside social Multi-Disciplinary Teams (MDT) or their equivalent, in HIV/Sexual Health clinics in Greater Manchester, to plan and provide holistic care and support for people living with HIV with high and/or complex needs.
3. Identify people eligible for support and create and review care plans, and provide appropriate intensive support as identified in their individualised care plan.
4. To work in partnership with clinic teams and any other organisations to ensure maximum holistic care and support is provided to people accessing intensive support.
5. To be outcome focused and ensure that well-being and safeguarding are at the centre of the work.

Additional Responsibilities and Tasks

·To carry out all tasks in line with George House Trust policies and to uphold these at all times.
·To carry out all tasks in line with the terms of any 'honorary' contract within clinic settings.
·To respect and maintain confidentiality at all times.
To carry out other work, appropriate to the level and nature of the post, as agreed by the organisation, in response to changing needs and circumstances.

Employee Line Management Responsibilities

None

Disclosure and Barring Service (DBS)

This post requires an enhanced DBS for both children and adults.

Flexibility

George House Trust supports flexible and hybrid working and we're open to discussing options.

Diversity and Inclusion

George House Trust deals with diverse issues and we need a diverse team to respond to them, we particularly welcome applications from Black African and other racially minoritised groups and communities as they are currently underrepresented in our work force.

We ALWAYS actively encourage applications from people living with HIV.

George House Trust will consider any reasonable adjustments requested by applicants with a disability (as defined under the Equality Act 2010) who meet the requirements of the post to be invited to interview, in line with the Disability Confident scheme.

Person Specification

This acts as the selection criteria and the more of the criteria that you demonstrate you are able to meet in your answers, the greater your likelihood of being invited to interview. On the application form please use each point that you are able to meet as a heading and then explain how you meet the specific criteria.

Experience

E1. Experience of working with, and advocating on behalf of, people with a range of complex needs and supporting them to make behaviour changes
E2. Experience of assessing, planning and prioritising the needs of people with a range of complex needs
E3. Experience of working within a front-line service delivery team working within or across health or complex social issues
E4. Experience of effectively managing a complex caseload
E5. Experience of working effectively as a member of a team

Skills

S1. Excellent communication skills both written and verbal and manage a complex workload
S2. The ability to work with people in crisis or under pressure, whilst managing a complex workload
S3. The ability to work on own initiative and take responsibility for own decisions
S4. The ability to maintain client confidentiality at all times
S5. The ability to work in partnership, and establish excellent working relationships with, multi-disciplinary professionals and other organisations to plan and manage appropriate support
S6. Ability to outline the impact of interventions and support and the service as a whole, through reporting and presentations.

Knowledge and understanding

K1. An understanding of the impact of HIV, and HIV-related stigma on children and young people, and on young adults transitioning into adult services
K2. A knowledge of the available social support – including some knowledge of state benefits and referral pathways to other specialist support
K3. An understanding of safeguarding and the ability to respond appropriately in safeguarding situations
K4. An understanding of the changing social care and HIV landscape
K5. An awareness and understanding of mental health and awareness of the impact of poor mental health
K6. A knowledge and understanding of domestic violence / intimate partner violence and referral pathways to support organisations
K7. A knowledge of services provided by voluntary sector organisations

Personal Attributes and Approach

P1. Flexibility to respond to changing circumstances
P2. An empathic and patient approach towards people who access support
P3. A commitment to equality, diversity and inclusion and challenging discrimination.
P4. A commitment to working within a service delivery ethos of respect, empowerment and inclusion

A full UK driving licence and access to a reliable vehicle is an essential requirement of this role.

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INVESTING IN VOLUNTEERS
Open To All
disability confident COMMITTED
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