

# Position Description



<b>Title</b>	LGBTQIA+ Peer Support Worker
<b>Business Unit</b>	headspace Horsham
<b>Location</b>	77 Hamilton Street, Horsham
<b>Employment type</b>	Permanent Position, Part time (45.6 hours per fortnight)
<b>Reports to</b>	Team Leader Centre Operations

## About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills, and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

**Our purpose:** To inspire people, enliven communities and confront injustice

**Our values:** We are imaginative, respectful, compassionate and bold

## About headspace Horsham

Headspace provides counselling and support to young people from 12 - 25 years. The service covers issues such as relationships, drug and alcohol, mental health, bullying, anxiety, depression, bad thoughts, and uncertainty about future plans. The centre is a safe zone for young people to drop in, check it out or talk to a youth counsellor.

Headspace is committed to embracing diversity and eliminating all forms of discrimination in the provision of health services.

Headspace promotes and encourages a Family and Friends Inclusive Participation Practice focus which is integrated into headspace Horsham's services framework approach.

Headspace welcomes all people irrespective of ethnicity, lifestyle choice, faith, sexual orientation, and gender identity.

Headspace Horsham is operated by Uniting Vic Tas. All headspace centres are funded by the Australian Government Department of Health. Administration of funding is carried out by the headspace centre's local Primary Health Network, in this case, Western Victoria Primary Health Network.

---

## 1. Position Purpose

The LGBTQIA+ Peer Support Worker will provide direct and indirect work with young people and their family and friends through advocacy, connecting to resources, experiential sharing, building community and rapport, group facilitation and self esteem building. Through individual and group program planning the LGBTQIA+ Peer Support Worker will create a safe place at headspace Horsham where young people who identify as LGBTQIA+ can access support, respite, education, social connectedness and comfort.

The LGBTQIA+ Peer Support Worker role will create an early intervention approach to prevent the onset of mental illness and social isolation. Furthermore they will promote inclusion, education and acceptance for LGBTQIA+ young people across the Wimmera.

The LGBTQIA+ Peer Support Worker will provide a unique lived experience perspective on identifying as LGBTQIA+ by using their own experience and learnings to enhance social connectedness and allow a safe space for young people to explore and understand their identity within the LGBTQIA+ community.

The LGBTQIA+ Peer Support Worker will offer an optimistic viewpoint to consumers and provide a role model for hope and recovery. Under the guidance of the Team Leader Centre Operations and in collaboration with the multidisciplinary team, the Peer Support Worker will provide a high standard of support to consumers.

---

## 2. Scope

### Budget:

- Nil

### Direct Reports:

- Nil
- 

## 3. Relationships

The position holder will be required to develop and maintain positive and effective working relationships with a broad range of people and organisations. They must positively represent **headspace** and **Uniting Wimmera** to the public, community, government and other organisations.

### Internal

- Other members of the headspace team including Youth Reference Group
- Senior Clinical Advisor
- Team Leader Clinical Services
- Team Leader Centre Operations
- headspace Horsham Youth Reference Group
- Executive Officer of Western Community Services
- Other Uniting Wimmera staff

### External

- Practitioners providing services through headspace Horsham and headspace National

## Position Description

### LGBTQIA+ Peer worker



- Western Victoria Primary Health Network
  - Tertiary services
  - headspace Horsham Consortium members
  - General Practitioners
  - Other community organisations
  - Schools
  - Employment agencies
  - Mental Health Service Organisations
- 

## 4. Key Responsibility Areas

### Service Delivery

- Draw on your life experience, experience of mental health challenges and recovery to support and empower young people and communities in engaging in support.
- Foster hope, develop trust and build rapport with the young people you work with.
- Work collaboratively with fellow peer workers and other workers within the organisation to obtain optimum outcomes for young people and their families and friends.
- Provide encouragement and support to young people to access care
- Co-facilitate group programs with other headspace Horsham team members and assist on community services programs/projects.
- Work alongside the service's community engagement officer to promote help-seeking behaviours through community awareness and engagement activities.
- Provide support and feedback to team members

### Reporting

- Closely monitor required case noting and documentation ensuring they are up to date and meet quality standards and complete statistical and other information requirements in a timely and accurate manner.
- Ensure accurate, timely and effective communication and reporting processes are followed to meet statutory, organisational and funding body requirements.
- Ensure the collection of all relevant data in order to measure deliverables and continuously improve and evaluate the delivery of services at the headspace centre.

### Quality and Risk

- Contribute to the vision, strategic planning, and relevant policy development for the headspace centre and actively participate as a member of the headspace Horsham team.
- Ensure compliance with relevant quality and safety professional and healthcare standards.
- Foster and promote a continuous learning environment that responds to the needs of services.
- Identify and assist in the solution to any communication and workflow problems observed by suggesting improvements and enhancements to existing systems and processes in accordance with headspace and Uniting procedures.
- Identify and participate in personal development that ensures the continuing high delivery of services.
- Actively participate in regular supervision and annual performance plan reviews.

### Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.

- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
  - Based on a relationship with a current member of Uniting's workforce
  - Based on my ongoing work with another organisation

---

## **5. Person Specification**

### **Qualifications/Experience**

- Tertiary qualifications in social sciences, community development or a related field, which focuses on community development, or substantial relevant experience in a similar field.
- Practical knowledge of issues faced by LGBTQIA+ young people experiencing mental health and wellbeing challenges and their families.
- Knowledge of the statutory requirements related to community mental health support services.
- Identify as having a lived experience of being part of the LGBTQIA+ community and demonstrated confidence to draw upon own lived experience to provide support.
- Be willing to use your lived experience to effectively, respectfully and appropriately inform your everyday work within professional boundaries.

### **Knowledge and skills**

- Excellent organisational and time management skills, including the ability to prioritise and manage multiple and competing work tasks and deliver to agreed deadlines.
- Highly developed verbal and written communication skills.
- An ability to balance personal and professional boundaries
- Exceptional interpersonal skills with the ability to work with a diverse range of people.
- Advanced computer skills including word processing, spreadsheets, electronic recording systems and database applications.
- High levels of professionalism, confidentiality, discretion and the ability to adapt to changing work environments and requirements.
- Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.
- Well-developed knowledge of young people's developmental stages, youth mental health issues, drug and alcohol issues and issues currently impacting on young people's wellbeing.
- Operates with a high level of individual integrity, responsibility and professionalism. Has the capacity to be a consistent and reliable role model within the team.

## Position Description LGBTQIA+ Peer worker



- Demonstrated experience of consulting and collaborating with other professions and networks to improve client outcomes.
- An understanding of rural issues impacting on young people's wellbeing.

### Core selection criteria

- Values alignment: ability to demonstrate and authentically promote Uniting's values.
- Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.
- Experience and confidence to work one-on-one and in group settings with young people to provide support, information and assistance in relation to their present needs.
- Proven reporting, time management, professional case noting and administrative skills.
- Demonstrated commitment to professional development.
- Ability to collaborate effectively with clients, families, colleagues, stakeholders and other service providers.
- Ability to convey warmth, openness, empathy and concern for the welfare of young people and their family and friends.
- An understanding of the issues related to the LGBTQIA+ community and a commitment to working with this group.
- Understand principles of clinical risk, confidentiality, and rights and responsibilities of consumers within a community health context.
- Ability to provide vaccination status information that meets the requirements for healthcare workers.
- Current Working with Children's Check.
- Current drivers licence.

---

## 6. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

**This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.**

---

## 7. Acknowledgement

**I have read, understood, and accepted the above Position Description**

### Employee

Name:

Signature:

Date: