



LGBTI Support and Community Development Officer – N/NW

Statement of Duties

Location:	Launceston
Employment type:	3 year fixed term
Reports to:	Chief Executive Officer
Hours:	0.6 FTE
Classification:	SCHADS Level 5

Working It Out is a unique, specialist service for Lesbian, Gay, Bisexual, Transgender, gender non-binary and Intersex people (LGBTI) and their families across Tasmania. We are proud of our reputation as an inclusive, community-driven organisation respected by our members and other key stakeholders. We facilitate a range of programs and projects dedicated to supporting people negotiating their sexuality, gender identity or intersex status, as well as providing individual and peer group support to individuals, families and friends.

We have a 20-year history of engagement with a range of government, education and community service organisations to ensure an inclusive service is delivered to LGBTI Tasmanians and their friends and families. At Working It Out our aim is to welcome and engage with all those who access the service and recognise the importance of cultural safety as integral to its success as a community-owned and driven provider.

WIO is a values-based organisation which offers flexible hours and a welcoming team environment with diligent and committed colleagues in a challenging area.

Position Summary

This role encompasses services across the North/North West, both in person and via other mediums such as phone and video conferencing. You will be expected to:

1. Provide 1:1 support to LGBTI individuals and their families/support networks in relation to gender, sexuality and or intersex status with the aim of:
 - Creating a safe environment

- Building individual resilience and pride in self-identity
 - Strengthening and re-negotiating relationships
 - Challenging existing systems
 - Accessing suitable support services
2. Facilitate peer support groups for those negotiating their gender, sexuality and or intersex status and for their friends and family.
 3. Create and maintain relationships with community-based networks, agencies and service providers to increase community capacity and safety for LGBTI individuals and their family and friends.
 4. Provide resources, advocacy and referral to appropriate service providers and support networks.
 5. Assist with LGBTI inclusion, training and professional learning as required.
 6. Attend to administrative functions relating to the role, including the provision of reports in line with Working It Out policies and procedures.
 7. Work collaboratively with all WIO team members across the state.
 8. Attend and contribute to team meetings which are held by teleconference and face-to-face.
 9. Other activities as required.

Selection Criteria

1. Relevant tertiary qualifications (Diploma level or above) or extensive experience, expertise and competence gained through previous appointments.
2. Demonstrated understanding of the lived experience of lesbian, gay, bisexual, transgender and intersex Tasmanians, including the specific issues faced when living in a regional and/or remote area.
3. Experience providing 1:1 support and facilitating peer support groups using strengths-based approaches.
4. Ability to develop community capacity and to create and maintain positive and productive relationships with a range of stakeholders.
5. Demonstrated IT, time management and organisational skills.
6. High level of written, verbal, interpersonal and presentation skills.
7. Capacity to work both autonomously and as part of a team, and to maintain one's own self-care.
8. A current Driver's License and the ability to travel across the region and state.

Cultural fit

The successful applicant must align with the mission, vision and values of Working It Out (see pages 4-5).

Conditions of employment

1. Terms and conditions of employment will be based on the SCHADS Award Tasmania.
2. The WIO Code of Conduct reflects and informs the mission, strategic direction and policies of WIO and is based on the organisation's key values. The code of conduct specifies the standards of behaviour expected of all WIO staff in order to nurture a positive workplace culture.
3. All staff must preserve confidentiality of any information from the organisation's documents, verbal communication, or from any other source which relate to the organisation's business, staff or service users.
4. Paid external supervision is available for ongoing and fixed-term staff of 1 hour every 6 weeks.
5. The successful applicant will be asked to undergo a national Police check and a working with vulnerable people check.

How to apply

For further information contact: **Lynn Jarvis (CEO) on 0408 265045.**

Please address all selection criteria, and include a resume and the names, contact details and your relationship to three referees.

Applications should be marked confidential, addressed to **ceo@workingitout.org.au** and be received by **9am Monday 27 May 2019.**



Our Culture

At Working It Out our aim is to welcome and engage with all those who access the service. We recognise that the culture of the organisation is integral to its success as a community owned and driven provider.

Respect strengths, capacity and uniqueness

- We acknowledge, celebrate, hear and affirm all people's unique experiences and knowledges from the first point of contact with Working It Out
- We respect the unique qualities of our staff and what their lived experience adds to Working It Out as a whole
- We believe in, and work with, people's innate strengths, capacities and experiences
- We acknowledge that what it means to be LGBTI has and is changing, affected by theoretical trends, political, social, cultural and environmental change and context
- We are mindful of our use of language and the power of language to include or exclude

Work collaboratively for systemic change

- We resist 'us/them' and 'expert/client' mentalities across all aspects of our work
- We seek to work collaboratively with all people who engage with Working It Out
- We support people to locate struggles within social structures and systems, not within the individual
- We challenge systems and structures in a careful and strategic way that aims for long-term change
- We see service-users as fellow community members, not 'cases'
- We see people accessing professional learning as experts in their field seeking support to provide inclusive services
- We see parents, partners and families as people who know their child, sibling or partner and who generally want the best for them
- We have been, and remain committed, to being part of collective social and systemic change
- We are mindful and critical of our power and the relationships of power that we are implicated within
- We are committed to providing support and engaging with people and communities in a way that is consistent across our organisation, reflective of our shared values
- We respect the role of mainstream clinical and case-management services, Government departments and educational institutions.

Work within the Tasmanian context

- We provide interactive, supportive and engaging learning opportunities within the Tasmanian context
- We provide short-term, strengths-based, non-clinical support to LGBTI people, their friends and families
- We provide support to LGBTI people that is not accessible through mainstream services and supports

- We provide professional learning programs in inclusive service delivery which are not otherwise available
- We are proud of our reputation and are committed to maintaining it
- We respect that Tasmania is comprised of many population groups, with diverse needs, desires and histories
- We respect the Tasmanian context and its complexity, while recognising that we are also part of it, and subject to its unique characteristics, issues and histories

Respect and learn from our history

- We respect our LGBTI community elders, their experiences and their contributions
- We respect that how we work is a result of why and how the organisation was founded, and 17+ years working in the Tasmanian context
- We continue as a government funded organisation, valued because of the way that we work, which is specific and unique
- As an organisation, we have survived by working strategically and remaining focused on long-term change over short-term political outcomes

Respect our capacity and limitations, while remaining focused on the future

- We are open to change but acknowledge that organisational change must be measured and ongoing
- We respect that we cannot be all things to all people, and that the need will always be greater than what our resources allow us to do
- We are committed to ensuring that our work and the organisation is sustainable over the long-term
- We will continue to advocate for increased resources and where possible, seek out additional avenues of funding, within our capacity
- We acknowledge that our core services (support and education) and the funding to do this provide the foundation of everything that we do
- We support service users around LGBTI identity(s) and experience. If service-users are negotiating issues such as housing, Centrelink/welfare, medical issues, mental health services, legal advice, financial issues, we provide basic referral to mainstream supports, while continuing to support them negotiate things related to LGBTI identity and experience. Where these complexities do arise, we locate these within social structures and systems, rather than individual deficits.
- Our policy and practices should be congruent with our organisational culture, ethos and values - if not, we want to know about it and discuss it as an organisation, while recognising that some values/practices remain fundamental to our organisation and the way we work