

Position Description

Aboriginal Support Coordinator

About Switchboard Victoria (Inc.)

Switchboard Victoria is a community-based, not for profit organisation that provides peer-based, volunteer driven support services for Lesbian, Gay, Bisexual, Trans and gender diverse, Intersex, Queer, Asexual and more (LGBTIQA+) people and their friends, families and allies.

Our current activities include:

- **Phone and web counselling and referral** – Switchboard is the Victorian partner in the national Qlife service. Qlife provides anonymous and free LGBTI peer support and referral for people in Australia wanting to talk about sexuality, identity, gender, bodies, feelings, or relationships.
- **Community connections for older LGBTI people** – Switchboard's Out & About program aims to reduce social isolation and loneliness through creating friendship and connection between LGBTI seniors living anywhere in Victoria and peer volunteer visitors.
- **Rainbow Door** - is a free specialist LGBTIQA+ helpline providing information, support, and referral to all LGBTIQA+ Victorians, their friends and family during the COVID-19 crisis and beyond. Rainbow Door supports people of all ages and identities with issues that may include suicidal thoughts, family and intimate partner violence (including elder abuse), alcohol and other drugs, relationship issues, sexual assault, social isolation, mental health and wellbeing.
- **Suicide prevention** - research and development of suicide prevention resources and programs for LGBTIQA+ communities.
- **QTIPoC Programs** - In consultation with key stakeholders, Switchboard's QTIPoC Programs will build on our previous QTIPoC Project in continuing to build internal capacity in relation to meeting QTIPoC community needs and extend into targeted services as outlined below. The QTIPoC programs aim to build greater equity for Queer, Trans, Intersex Peoples and/or People of Colour and People of Faith.

Position details

Title	Aboriginal Support Coordinator
Organisation	Switchboard Victoria (Inc)
Employment type	0.8 FTE
Classification & remuneration	Social and Community Services Employee, Level 5 Pay Point 1 as per the <i>Social, Community, Home Care and Disability Services Award 2010</i> . Tax benefit available from salary sacrifice, package of up to \$15,899.
Location	Melbourne CBD NOTE: During the COVID-19 restrictions, staff will be required to work from home as per government directions. Switchboard will also be relocating in 2021.
Reports to	Rainbow Door Practice Lead
Direct reports	Nil



Rainbow Door

Rainbow Door is a specialist LGBTIQ+ helpline providing Information, support, and referral to LGBTIQ+ Victorians, their friends and family during and after COVID 19. The service will provide assessment and short-term case management and link people to safe services to support them with issues including suicidal thoughts, Family and Intimate partner violence including elder abuse, housing, AOD, legal issues, social isolation, and health.

The Rainbow operates from 9:30am – 5:30pm, 7 days a week through phone, email, and text services.

Position overview

The Aboriginal Support Coordinator will sit within the Rainbow Door program at Switchboard and provide culturally sensitive support to LGBTIQ+ people who identify as Aboriginal or Torres Strait Islander, their friends and family.

This is an Aboriginal Designated Position, classified under 'special measures' of section 12 of the Equal Opportunity Act 2010. Only Aboriginal and/or Torres Strait Islander people are eligible to apply.

The Aboriginal Support Coordinator will offer nonjudgmental, empathic and person focused support in line with organizational policies, guidelines and practice frameworks. They will be responsible for responding to complex situations including people contacting with suicidal thoughts, Child Protection matters, Family and Intimate partner violence including elder abuse, sexual assault, people wanting information support and referral pathways around NDIS and disability, housing, AOD, legal issues, gender and sexuality. The Aboriginal Support Coordinator will undertake assessments, provide short term case management and make referrals to appropriate and safe services.

The Aboriginal Support Coordinator will work as part of the Rainbow Door team within the Switchboard Teleweb Program. Staff will report directly to the Team Leaders who will also provide them with support and debriefing on shift.

The Rainbow Door service operates from 9:30am – 5:30pm 7 days a week and the position will be required to work during these times Monday to Friday with occasional weekend work if required.

Key responsibilities

Key responsibilities include, but are not limited to:

Provide telephone support, information, and referrals.

- Provide appropriate, culturally informed support to Aboriginal and Torres Strait Islander LGBTIQ+ people who contact the service.
- Facilitate connection to culture, family and community through involvement in existing programs or those created specifically for LGBTIQ+ people as appropriate.
- Recognise and respond appropriately to any callers in crisis using appropriate or specific to need risk assessment and management tools.
- Work within intersectional feminist, anti-racist, anti-oppressive organizational guidelines, and practice frameworks
- Utilize strengths based, trauma informed, client focused and harm minimization approaches in interactions with service users.



- Staff the Rainbow Door Helpline during designated, rostered shifts.
- Provide the services of the Rainbow Door including short term case management, secondary consultation, assessments, internal and external communication.
- Facilitate and participate in the development of plans and ensure they are regularly reviewed.

Relationships and Partnerships

- Establish strong, collaborative relationships with the Aboriginal and Torres Strait Islander communities in Victoria to promote the importance of improving life outcomes and encourage and support the increased use of services.
- Promote Switchboard and its programs to the local and wider community.
- Develop and maintain collaborative partnerships with community agencies, government bodies and other services.
- Establish and maintain a thorough knowledge of relevant community agencies and resources ensuring knowledge is shared and used within the team.
- Facilitate secondary consults to staff, other Switchboard programs and external stakeholders.
- Represent Switchboard at relevant networks and forums, and advocate for the rights and needs of Aboriginal and Torres Strait Islander people and LGBTIQ+ people.

Use and maintenance of databases and resources

- Maintain appropriate confidential records for each contact by entering call information into the client management system.
- Record basic statistical information in the contact database for each call, text or email.
- Develop and inform callers of referral pathways, support, and resources.

Participate in team meetings and debriefing/supervision.

- Work in a professional manner following the organizational Code of Conduct including respecting the diversity of staff teams, stakeholders and service users and upholding the values of Switchboard.
- Attend team meetings, case planning meetings, specific trainings and supervision as required and keep up to date with any materials emailed or sent out as part of the ongoing development and debrief processes.
- Participate in communications to help inform planning, program reviews and policy and practice and evaluation.
- Provide peer support to other staff including supporting other workers on shift.
- Participate in informal debriefing and feedback discussions with other staff on shift.
- Actively participate in both internal and external supervision
- Participate proactively in the formation of rosters.



- Other duties as directed by management.

Service Development and Quality

- Provide feedback to Switchboard regarding barriers to services for Aboriginal and Torres Strait Islander LGBTIQ+ people and, in conjunction with the organisation, work to implement solutions.
- Contribute to developing a culturally safe workplace for Aboriginal and Torres Strait Islander employees and service users.
- Participate in the development and review of program and organisational policies, procedures, and systems.
- Support ongoing internal capacity building to ensure our programs and activities are effectively addressing the needs of Aboriginal and Torres Strait Islander people who need and use our services.

Organisational Accountabilities

- Comply with Switchboard policies and procedures, practice manuals, service agreements and other relevant agency or legislative obligations.
- Contribute to quality improvement activities across the organisation.
- Contribute to a positive organisational culture and positively promote the organisation.
- Monitor and manage work to ensure it doesn't negatively impact your health and safety or that of others.
- Undertake other role related duties as requested.

Selection criteria

Essential

1. Applicant must identify as part of the lesbian, gay, bisexual, transgender, gender diverse, Intersex, asexual communities (LGBTIQ+) [Switchboard Victoria has an exemption under Equal Employment];
2. Applicant must identify as Aboriginal and/or Torres Strait Islander.
3. Demonstrated understanding and commitment to Victorian Aboriginal health, Aboriginal culture, and the philosophy and practice of Aboriginal Community Control.
4. Demonstrated ability to work with Aboriginal organisations, communities, and individuals in culturally appropriate ways as well as other health organisations.
5. Demonstrated capacity to manage sensitive information, maintain confidentiality and remain impartial at all times.
6. Demonstrated knowledge, skills and ability to provide community/peer support and advocacy services.
7. An understanding of the barriers that LGBTI individuals may face in engaging with LGBTI communities or organisations.
8. Understanding of and commitment to the values which underpin Switchboard and willing to participate in an organisational culture of reflection and continuous learning.
9. Highly developed interpersonal skills with demonstrated ability to communicate effectively, both written and verbally, with people from a wide range of professional and cultural backgrounds.
10. Relevant qualifications and/or experience.
11. Strong organisational skills and ability to prioritise tasks and meet deadlines.



Desirable

1. Personal experience of navigating the mental health and/or family violence or disability sector/s
2. Completion of ASIST training in the last 2 years
3. Demonstrated knowledge of best practice in helpline service provision.
4. A current Australian drivers' licence (or equivalent) and access to a vehicle.

To find out more and apply

Please make yourself familiar with Switchboard's purpose and programs by visiting our website at www.switchboard.org.au.

Please carefully review the selection criteria for this position, which you should systematically address in your application.

NOTE: *Applications that do not address the Selection Criteria will not be considered.*

How to apply:

Please [this form](#) to apply with a resume, cover letter and document addressing the selection criteria above (both essential and desirable criteria, 2 pages maximum). (Link directs to <https://switchboardvictoria.wufoo.com/forms/z16epiy01se6iu1/>)

Contact

For information, please contact Joe Ball, Switchboard CEO

Phone: M: 0424 041 613 Email: ceo@switchboard.org.au

Applications close: 28 June 2021 (9am)

Switchboard Victoria is committed to supporting diversity and inclusion in our workforce and will consider all qualified applicants, regardless of sex, gender, gender identity or expression, age, disability or national origin.

Switchboard especially welcomes and encourages applications from people who are Aboriginal and/or Torres Strait Islander; trans, gender diverse or intersex; disabled; carers; live with HIV, are culturally and linguistically diverse (CALD), People of Colour or People of Faith.

Acknowledgement of Country

Switchboard Victoria is based on the lands of the Kulin nations, always and forever the home of the Wurundjeri, Boonwurrung, Wathaurong, Taungurong and Djadjawurung peoples. We acknowledge that our work takes place on lands that are under colonial occupation and that Kulin Nation sovereignty was never ceded. We hope to pay our respects to Kulin Nation elders, past and present and wish to extend this respect to any and all Aboriginal and Torres Strait Islander People.