



POSITION DESCRIPTION

POSITION TITLE	QLife Program Coordinator
CLASSIFICATION	Social, Community, Home Care and Disability Services Industry Award 2010 Social and Community Services Employee
RESPONSIBILITY	This position is responsible for the overall coordination of the QLife service including support to partner sites providing the QLife services, supporting the QLife Manager in the delivery of the Activity Work Plan, briefing and updates for relevant stakeholders, engaging with external relevant services (such as those providing technical support), and updating service delivery and operational policy according to relevant health frameworks as guided by the QLife Manager.

TEAM DESCRIPTION

The QLife team consists of the QLife Manager, QLife Coordinator, Mental Health Practice Lead, and Data and Evaluation Coordinator. This role reports to the QLife Manager who reports to the Mental Health and Suicide Prevention Director. The team works with four service deliver partner sites and oversees the National Coordination of QLife.

ROLE OBJECTIVE

Coordinating the delivery of the National QLife Service, this role acts a key liaison between various stakeholders and is primarily responsible for the coordination of the National Team in operational matters. It involves both higher-level activities such as reporting and communication with key partners but additionally is responsible for working with support from the Manager to ensure that the systems and processes that provide the infrastructure for the service are maintained. The QC works closely with the Manager, Mental Health Practice Lead, Data Officer and the Operations Committee to support in the delivery of the AWP. This also includes engagement with external operations and technical support to maintain the functionality of the service.

A goal of this position is to increase caller and webchat numbers and improve the efficiency of the service. All staff are required to ensure that within their role and delivery of their work, they consider and incorporate the needs of the LGBTIQ+, Aboriginal and Torres Strait Islanders, BrotherBoys and SisterGirls.

REPORTING OBJECTIVE

This position reports to the QLife Manager.

PRINCIPAL DUTIES

- Facilitate and maintain the operational framework and systems for the QLife National Team.
- Facilitate and maintain communication with all project stakeholders over multiple levels of responsibility from executive decision makers to Partner Site stakeholders.

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- Develop and maintain systems for data recording including sourcing new products that will benefit the projects sustainability.
 - Receive advice from research and data, about future directions of the project, feasibility and needs
 - Develop and maintain the referral database for the project.
 - Communicate needs of Partner Sites to necessary parties, including the Mental Health Practice Lead, Data Officer, and Manager.
 - Assist in researching and writing policies for national and partner site implementation with support from the QLife Manager.
 - Attend and facilitate meetings with multiple partners of the project, including the Operations Committee, Steering Committee, and other meetings with key stakeholders.
 - Help to ensure that the project continues to meet the needs of its client population through ongoing assessment and integration of appropriate feedback.
 - Engage and innovate discussions for service improvement using the relevant frameworks including but not limited to the Digital Mental Health Practice Standards and update internal Policy accordingly.
 - Work with the QLife Manager to ensure that projects can be delivered within budget.
 - Develop and implement ongoing evaluation processes for each QLife site to assess capability and capacity to reach contracted key performance indicators.
 - Develop and maintain a log of all promotional opportunities for QLife and ensure that service partners are alerted to particular advertising strategies.
 - Support service partners by developing helpful tools and support mechanisms so that they can improve the delivery of the QLife service in a standard and more uniformed way to ensure equity of access and minimum standards of service provision.
 - Oversee the efficient running of QLife platforms and interface including and not limited to for example iCarol and webchat platforms and ensure that QLife is using the most optimal and reliable systems.
 - Review and update the policy and processes that are in place for QLife and ensure that these are of a high quality and are informed by best practice guidelines.
 - Maintain and update the QLife referral data base.
 - Have key responsibility for the management of the QLife service partner roster and ensure that shift coverage is maximised.
 - Build the capacity of LGBTIQ+, BrotherBoy and SisterGirl organisations, individuals and communities to implement mental health and suicide prevention strategies through their engagement with QLife.
 - Develop and maintain relationships with key national and jurisdictional mental health and suicide prevention organisations and where appropriate seek partnerships and opportunities for LHA to expand its reach.
 - In partnership with the Manager, ensure that the key performance indicators in all related contracts are delivered on time and to the highest quality.
 - Oversight of contractual requirements with partners including timely receipt of partner reports and analysis of information.
 - Contribute to the overall work and development of LHA office through active participation in staff meetings, quality improvement processes and professional development activities.
 - This position may involve work outside normal business hours, e.g. occasional evening teleconferences and work required to meet critical deadlines.



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- The role will require some interstate travel and occasional after-hours work.
 - Maintain a clean and safe workspace and abide by workplace health and safety policies and all other Alliance policies and procedures.
 - Adopt continuous learning and improvement processes in all aspects of the position.
 - Understand, implement, participate and promote Organizational Policies and Procedures, and Workplace Health and Safety (WHS) objectives, processes and procedures.

KEY SKILLS & EXPERIENCE

Qualifications

- Tertiary Qualifications in mental health and wellbeing, education, social science or other relevant field.

Experience Required

- Robust and contemporary knowledge of the current health issues affecting LGBTIQ+ young people, especially mental health and suicide prevention.
- Good knowledge of the current health disparities and issues affecting indigenous LGBTIQ+, BrotherBoy and SisterGirl communities, especially within the area of mental health and suicide prevention.
- Understanding of and commitment to human rights for LGBTIQ+ people and communities.
- Demonstrated understanding of and commitment to the health and human rights of LGBTIQ+ people and communities.
- Demonstrated understanding of the workings of government (Commonwealth and State/Territory), and of the health sector.
- Demonstrated experience of working in environments where a high degree of judgement, imitative confidentiality and sensitivity is required.
- Experience in planning and implementing strategies and program systems to bring about change.
- A proven track record of planning and using diverse influencing strategies to achieve organisational goals.
- Good working knowledge of Microsoft Office (Outlook, Word and Excel).

Aptitude & Interpersonal Skills

- Outstanding interpersonal and negotiation skills for achieving results while maintaining important relationships and for representing the organisation.
- Excellent communication skills especially the ability to coordinate support in a geographically diverse network of people and organisations.
- Good communication skills in particular the ability to prepare digital information resources and interface with social media.
- Sound project management skills and an ability to work in partnerships to ensure that projects within QLife are of the highest standard and include expertise that may be required from external sources.
- Excellent administrative and organisational skills and the ability to work with a demanding work load in a timely way.



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- Ability to manage complex and often competing tasks and priorities to deliver high quality outcomes – a significant factor in determining performance effectiveness.
 - Capacity to work productively in a team both with the Alliance, its Member Organisations and other organisations.
 - Demonstrated skills in working effectively and collaboratively in a team.
 - Experience of working effectively and collaboratively in a small team environment, with minimal supervision.
 - Ability to work collaboratively to resolve complex issues, including with stakeholders who may hold differing views and conflicting interests.
 - Excellent judgement to manage and advise on sensitive issues that may involve reputational risk.
 - Strong initiative and self-motivation and ability to work autonomously and as part of a team.

PERFORMANCE INDICATORS

- Member service and satisfaction, servicing both internal and external /members (staff, member, stakeholder feedback).
- Satisfactory achievement of ongoing targets, goals and objectives as set and agreed with the Manager and the Organisation.
- Develop and implement Coordination plan with support from the Manager within agreed timeframes and to the standard expected of the Organisation.
- Meet budget or forecast targets as agreed with the Manager.
- Accuracy of data entry, filing, documentation and information management within the Organisation's systems.
- Responding to and answering telephone calls, enquiries and emails within set timeframes and dealt with in accordance with Organisational standards.
- Preparing, completing and submitting documentation and reports in accordance with Organisational standards and timeframes.
- Following of instructions and completion of tasks in a timely, accurate and efficient manner which meet the requirements of the organisation, members and required regulatory standards.
- Following, utilisation and promoting of Organisational Policies and Procedures, Organisational Core Values and Work Health and Safety (WHS) requirements.

Signed by the Chief Executive Officer: _____ Date: _____

Signed by Employee: _____ Date: _____