



Position Description – LGBTIQ+ Youth and Family Practitioner

Position Title:	LGBTIQ+ Youth and Family Practitioner	Position Grade:	SCHADS 5
Department/Division:	QHub	Position No.:	
Reporting to:	QHub Manager		
Position summary/purpose:			
<p>First Nations People, LGBTIQ+ people, people with disability, people of colour, public housing residents or people with a lived experience are encouraged to apply.</p> <p>Drummond Street Services (DS) and Cafs are working in partnership to deliver QHub, providing co-designed, place-based services to LGBTIQ+ young people and their families/carers across Ballarat, Geelong and the Surf Coast. Working alongside a range of organisations, LGBTIQ+ groups, individuals, families and communities, QHub will meet local needs and provide a range of safe, accessible and wrap around mental health and wellbeing support for local LGBTIQ+ communities.</p> <p>The LGBTIQ+ Youth and Family Practitioner will provide high-quality youth, family, mental health and wellbeing counselling and case management services and group interventions to LGBTIQ+ young people and their families within DS' Family Services Model of Practice. The Practitioner will work as part of the QHub team, based in Geelong and may provide some outreach to the Surf Coast.</p>			
Key Responsibilities			
Service Delivery			
<ul style="list-style-type: none"> • Provide queer sensitive and affirmative counselling and case management services to a diverse range of LGBTIQ+ people across the life span but with a focus on young people and their families, including people of colour and those from culturally and linguistically diverse backgrounds, in Geelong and the Surf Coast. May also provide telehealth to greater regional west. • Provide assessment, treatment and delivery of a range of evidence-based mental health interventions to individuals and families, ranging from crisis intervention to longer-term therapeutic engagement. • Conduct bio psycho-social assessments of individual and family-based risk and protective factors associated with mental health outcomes and provide focussed therapeutic counselling and interventions for clients presenting with mental health conditions (eg anxiety, depression) • Conduct assessments of risk and protective factors including comprehensive risk assessments as appropriate • Develop and implement individual and/or family case plans in collaboration with the client or clients • Provide appropriate referral to both internal and external support services to meet needs identified through the assessment and case planning processes • Contribute to the development and delivery of group interventions relating to LGBTIQ+ health and well-being for the diverse range of LGBTIQ+ people and their families, including people of colour and those from culturally and linguistically diverse backgrounds 			

- Provide regular written reports to the client's referrer as required.
- Utilise appropriate assessment tools and measures, as well as outcomes and evaluation tools
- Contribute to the achievement of individual, team and organisational program targets and KPI's as per contractual agreements with funders and those determined by DS
- Provide queer affirmative and culturally sensitive case consultations to internal and external clinicians and services

Community Development and Training

- Participate in professional development and training as identified in collaboration with line manager
- Participate in individual and group supervision as well as communities of practice
- Participation in annual performance reviews and professional development plans
- Represent the organisation positively with a range of external health, social services and other relevant providers for the purpose of making appropriate client referrals, providing conjoint support where required, and promotion of agency programs
- Work closely with the QHub team to develop and strengthen collaboration with LGBTIQ+ communities and allies in Geelong, Ballarat and the Surf Coast
- Use co-design and co-production models to contribute to the design and delivery of QHub services for LGBTIQ+ people and their families in Geelong, Ballarat and the Surf Coast
- Use community development approaches (social justice, equality and mutual respect) to increase self-efficacy and empowerment of LGBTIQ+ communities
- Develop and deliver training to community members, partners and the broader sector
- Work collaboratively with other services to identify and address services gaps and client needs

Accountability

- Comply with funded service standards, practice manual, contract guidelines, and local operating procedures
- Comply with Child Safe Standards and obligations under the Reportable Conduct Scheme and collaborate with others to ensure or workplace and programs are culturally safe and affirmative for employees, children and families
- Administrative duties, including managing client information, evaluation and research, and DS HR systems
- Ensure case notes and other client information is recorded according to service standards and practice
- Ensure reporting requirements for the program are undertaken
- Work within risk management, quality standards and continuous improvement frameworks

Research and Evaluation

- Assist with the design and implementation of research and evaluation activities, and assist with data collection, recording and analysis and report writing as required.
- Participate in annual program reviews and contribute to the design and delivery of this project.

Risk

- Actively identify, monitor and manage areas of key risk and lead appropriate escalation and response.
- Actively monitor and act to improve the quality and safety of client services.
- Commit to prioritising child safety and adhere to the Reportable Conduct Scheme for organisations.

OH&S

- Identify, report and record all safety hazards, incidents and injuries.
- Take reasonable care for the health and safety of others who may be affected by their acts or omissions and comply with the requirements of Victorian Occupational Health and Safety (OHS) Act 2004 and related DS OHS procedures and Safe Operating Procedures.

Quality Assurance & Improvement

- Be proactive, engaged in and committed to creating great experiences for each client.
- Be open to new ways of doing things and respond to challenges with innovative ideas and solutions.

Social Differences

- Role model, demonstrate and promote respect for and value social differences.
- Interact with Drummond Street clients, staff and other stakeholders in a manner that is inclusive, respectful and non-discriminatory.

Productivity

- Focus on people as well as productivity.
- Monitor productivity, identify and implement improvements as needed.

Infection Control

- Commit to all necessary infection control measures as directed, including:
 - Practice hand hygiene keep your working environment clean & hygienic including shared areas such as kitchens, bathrooms, meeting rooms
 - Wear personal protective equipment (PPE) as directed.

Key Competencies/Skills**Key Selection Criteria**

Competency	Technical/Functional	Key Selection Criteria
<ul style="list-style-type: none"> • Client centred, including culturally and LGBTIQ+ sensitive • Promotes productive, competent work practices • Organisational & Quality Focus • Creative, flexible and solution focused under pressure • High level of self-awareness, professionalism • Strong alliance with social justice values • Strong communication skills 	<ul style="list-style-type: none"> • Ability to work independently and as part of a team • Highly developed interpersonal, oral and written skills • High level skills in counselling and case management • Strong knowledge of determinants of mental health within LGBTIQ+ and intersectional communities • Family-aware and inclusive practice whilst holding risk and safety as paramount • Cultural and diversity humility • Sound group facilitation skills 	<ul style="list-style-type: none"> • Qualifications in social work, psychology, counselling and psychotherapy, family therapy, or related field • Minimum two years' experience in providing interventions to LGBTIQ+ individuals and groups • Demonstrated ability to provide counselling and therapeutic interventions with positive client outcomes • Demonstrated capacity to provide case management • A commitment to and experience in working with people from LGBTIQ+ communities • Demonstrated experience in delivery of group programs • Demonstrated understanding of the needs, issues and sensitivities of people from diverse backgrounds including Aboriginal, LGBTIQ+ and culturally and linguistically diverse people and communities • Demonstrated experience of working with families with complex needs such as family violence, drug and alcohol and mental health issues • Demonstrated capacity to work within integrated, collaborative and systemic approaches

	<ul style="list-style-type: none"> • Highly developed administration and information technology skills • A current Victorian driver's licence 	<ul style="list-style-type: none"> • Demonstrated organisational skills including the ability to meet deadlines and prioritise work tasks • Demonstrated capacity to work creatively, show initiative, contribute ideas and be active in a supportive team environment in an agency working to support individual and family relationships • Identify as belonging to LGBTIQ+ communities, as well as other communities with whom DS assertively engages
Position Dimensions		Decision Making Authority
<ul style="list-style-type: none"> • No. Of FTE: 0.4 (two days per week) • Customer base: LGBTIQ+ people and their families in Geelong and the Surf Coast • This position may work until 7pm one night per week, starting at 11am that day. 		<ul style="list-style-type: none"> • Independent professional judgement in establishing a treatment pathway • Responsible for the management of caseload, in consultation with their supervisor