

## Position Description – Senior Practitioner LGBTIQ+ SETS Program

Position Title:	Senior Practitioner LGBTIQ+ SETS Program	Position Grade:	SCHADS 6
Department/Division:	Queerspace & Many Coloured Sky	Position No.:	
Reporting to:	Pre & Post Release and LGBTIQ+ SETs Manager		
Position summary/purpose:	<p><b>First Nations People, LGBTIQ+ people, people with disability, people of colour, public housing residents and people with refugee lived experience are encouraged to apply.</b></p> <p>Working in partnership with Queerspace Drummond Street and Many Coloured Sky, this role will provide support and oversight to the team in the newly established LGBTIQ+ Refugee Welcome Hub.</p> <p>Through the LGBTIQ+ Refugee Welcome Hub, eligible folk in Victoria will be supported with an individualised settlement plan, affirming sexual and gender diversity and recognising the impact of homophobic and transphobic discrimination on wellbeing, family and community relationships and access to services and opportunities.</p> <p>Working as part of a small and dynamic team, the successful applicant will provide guidance and comprehensive settlement case work and service navigation with an intersectional focus, linking to statewide service networks with shared understanding of LGBTIQ+ refugee needs and facilitating connection to peer support and opportunities for leadership, participation and skills development within our queer refugee, lived experience led programs.</p> <p>This project is in partnership with Drummond Street Services Queerspace, who will provide professional supervision and training. The role reports to with Pre &amp; Post Release and LGBTIQ+ SETs Manager with support from Many Coloured Sky’s Program Manager and Executive Director.</p>		
<b>Key Responsibilities</b>			
<b>Continuous Improvement</b>			
<ul style="list-style-type: none"> <li>In collaboration with the Queerspace and Many Coloured Sky, contribute to the ongoing review and evaluation of the SETs program delivery for the LGBTIQ+ eligible folks and community.</li> </ul>			

### **Leadership**

- Contribute to Operational Planning to assist in achieving individual, team and organisational program outcomes, targets and KPIs as per contractual agreements with funders and those determined by Queerspace Drummond Street and Many Coloured Sky.
- Regularly monitor supervisee's data provided by our Client Record Management System and other sources, ensuring accurate records of all funded activities are kept and take remedial action where necessary to ensure service targets are met and service quality is maintained.
- Monitor supervisee's client feedback and respond to issues, including complaints from clients in accordance with MCS and DS policy and procedures.
- Implement communication mechanisms, including leadership, to ensure a free flow of information and ideas.

### **Service Delivery**

- Provide queer sensitive and affirmative case management services to LGBTIQ+ refugees and other eligible people.
- Provide clinical supervision to Many Coloured Sky SETs LGBTIQ+ team.
- Conduct assessments of risk and protective factors including comprehensive risk assessments as appropriate.
- Review, develop and implement individual case plans in collaboration with the team and community members.
- Provide appropriate referral to both internal and external support services to meet needs identified through the assessment and case planning processes.
- Proactively build therapeutic relationships through engagement activities with the intention of identifying 'vulnerable' and 'at risk' LGBTIQ+ refugees and other eligible people to build supportive pathways, positive help-seeking experiences and optimistic and intentional work within risk and protective factors framework to support client's goals and aspirations.
- 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 Many Coloured Sky and Queerspace Drummond Street.

### **Quality & Compliance Management**

- Report and record any incidents and issues.
- Contribute to high-quality reporting and the development of policies, program manuals and ad hoc program content.
- Work within risk management, quality standards and continuous improvement frameworks.
- Ensure the workplace and programs are culturally safe and affirmative for employees, children, and families.

### **Community & Interagency relationships**

- Maintain and ensure collaboration with Queerspace and Many Coloured Sky staff and community members.
- Initiate, engage and build relationships across a range of sectors to support client outcomes.
- Contribute to broader sector, policy and evidence base through the development of content and/or contributions to policies and research or advocacy.
- Strengthen relationships with other settlement and mainstream services to improve referral pathways for LGBTIQ+ clients.
- Support the SETs LGBTIQ+ team to implement evidence-based frameworks, community capacity building plan and to co-design the service offerings.

### **Professional Development and Training**

- Participate in annual performance reviews and professional development plans.
- Participate in professional development and training as identified in collaboration with line manager.
- Participate in relevant team meetings and clinical practice meetings.

### **Research and Evaluation**

- Work alongside CFRE to support the design and implementation of research and evaluation activities, and assist with data collection, recording and analysis and report writing as required.

### **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 child safety and to creating and maintaining a child safe organisation in line with the Victorian Child Safe Standards.

### **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**

- 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 models, demonstrates and promotes respect for and values social differences
- Interact with Drummond Street and Many Coloured Sky clients, staff and other stakeholders in a manner that is inclusive, respectful and non-discriminatory.

**Productivity**

- Focuses 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 and hygienic including shared areas such as kitchens, bathrooms, meeting rooms etc.
  - Wear personal protective equipment (PPE) as directed

Key Competencies/Skills		Key Selection Criteria
Competency	Technical/Functional	
<ul style="list-style-type: none"> <li>• Adaptive case management skills</li> <li>• Organisational &amp; Quality Focus</li> <li>• Planning &amp; Implementation</li> <li>• Results Driven &amp; Client Orientated</li> <li>• Promotes productive work practices</li> <li>• Creative, flexible and solution focused</li> </ul>	<ul style="list-style-type: none"> <li>• Operational and strategic planning</li> <li>• Governance &amp; compliance including risk management, service standards</li> <li>• Relationship &amp; Stakeholder Management</li> <li>• Sound knowledge of public health approaches, the social determinants and impacts of justice system involvement</li> </ul>	<ul style="list-style-type: none"> <li>• Qualifications in social work or equivalent.</li> <li>• Minimum two years' experience in providing interventions to individuals and groups in the settlement, LGBTIQ+, mental health or related sector Demonstrated experience in team building and delivery of group programs.</li> <li>• Demonstrated capacity to provide care coordination and case management.</li> <li>• Demonstrated ability to provide counselling and therapeutic interventions with positive client outcomes.</li> <li>• A commitment to and experience in working with vulnerable communities A commitment to and experience in working with people</li> </ul>

<ul style="list-style-type: none"> <li>• High level of self-awareness, professionalism and social justice values</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of and experience in working within a therapeutic trauma and recovery practice framework</li> <li>• Cultural and diversity humility</li> <li>• Highly developed interpersonal, oral and written skills</li> <li>• Highly developed administration and information technology skills</li> </ul>	<ul style="list-style-type: none"> <li>• from LGBTIQ+ and refugee communities.</li> <li>• Demonstrated understanding of the needs, issues and sensitivities of people from diverse backgrounds including LGBTIQ+ and culturally and linguistically diverse people and communities.</li> <li>• Demonstrated experience of working with people with complex needs such as family violence, drug and alcohol and mental health issues</li> <li>• Demonstrated capacity to work within integrated, collaborative and systemic approaches.</li> <li>• Demonstrated organisational skills including the ability to meet deadlines and prioritise work tasks.</li> <li>• Demonstrated capacity to work creatively, show initiative, contribute ideas and be active in a team environment</li> </ul>
<p><b>Position Dimensions</b></p>		<p><b>Decision Making Authority</b></p>
<ul style="list-style-type: none"> <li>• No. of FTE: 0.7 - 0.8</li> <li>• Participant in relevant agency partnerships and community stakeholder groups where required.</li> <li>• Identify as belonging to LGBTIQ+ communities.</li> </ul>	<ul style="list-style-type: none"> <li>• Responsible for practice quality, including risk management plans, strategies and reviews across all areas of operational responsibility</li> <li>• Independent professional judgement, including when to seek advice</li> <li>• Supervision and line management of staff and students as required.</li> <li>• Management of own caseload.</li> </ul>	