

LGBTIQA+ Mental Health Peer Support Worker – Head to Health Geelong

Position Title:	LGBTIQA+ Mental Health Peer Support Worker	Position Grade:	SCHADS 3
Department/Division:	Drummond Street Services Geelong/ Head to Health Team	Position No.	
Reporting to:	QHub Manager & Peer Lead		
Position summary/purpose:			
<p>First Nations People, LGBTIQA+ people, people with disability, people of colour, public housing residents or people with a lived experience are encouraged to apply.</p> <p>The Geelong Medicare Mental Health Centre, a partnership between Neami National and Drummond Street, is an exciting new service which provides the Geelong community an alternative service to attend when experiencing mental health crisis. Service delivery will reflect principals of Trauma Informed Care and Recovery Oriented practice. The Head to Health Geelong service will provide a holistic approach to care, addressing a range of social, physical, and emotional needs informed by the Collaborative Recovery Model (CRM) and supported by best practice in evidence-based and evidence informed care. The Head to Health Geelong service will have a strong focus on lived experience and will support a high engagement, multi-disciplinary crisis model.</p> <p>The LGBTIQA+ Mental Health Peer Support Worker identifies as belonging to the LGBTIQA+ community and has a lived experience of mental health concerns or caring for someone with mental health concerns who would like to support others with a similar lived experience. Peer Support Workers are integral members of the team and represent 50% of the workforce within Head to Health Geelong. Peer Support workers draw on their lived experience of recovery from mental health concerns, mental health crisis or caring for someone living with a mental health concern to instil confidence and hope in others about the journey of recovery. You must have a rich understanding of the processes of recovery and must be willing to purposefully use your own story to help others further their own understanding of recovery.</p> <p>You will work alongside a multi-disciplinary team inclusive of mental health clinicians, mental health registered nurses, medical officers and consultant psychiatrists. Delivering a Peer First and Peer Last approach the LGBTIQA+ Peer Support Worker will support a high engagement model of care, through actively greeting and supporting guests (consumers) throughout their time at Head to Health Geelong. As an LGBTIQA+ Peer Support Worker you are an important element of the team approach and bring the wisdom of experience to many aspects of service delivery including intake interviews, service promotion, partnership work and case reviews. You will have access to a tailored training program and regular professional development sessions.</p>			
Key Responsibilities			
Service Delivery			
<ul style="list-style-type: none"> • Provide queer sensitive and affirmative mental health peer services to LGBTIQA+ consumers and their families. • Share expertise and knowledge with consumers to support their recovery. • Support consumers to build positive mental health and relationships. • Support consumers to set goals and work alongside other Head to Health staff to develop and implement individual case plans. • Assist in building social and community supports and connections. • Refer consumers to internal and external support services to meet their needs. • Support the development and delivery of groups that promote LGBTIQA+ mental health and well-being. 			
Community Development and Training			
<ul style="list-style-type: none"> • Work with team members collect information on community resources • 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.
- Participate in annual performance reviews and professional development plans.

Accountability

- Participate in the ongoing development of the service to ensure it is meeting community and consumer needs.
- Comply with funded service standards, practice manual, contract guidelines, and local operating procedures.
- Ensure program case notes and other consumer 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 research and evaluation activities and assist with data collection.

Risk

- Actively identify, monitor and manage areas of key risk and lead appropriate escalation and response.
- Implement Neami Risk Management Framework at the Head to Health Geelong service and ensure timely response to any identified risks related to staff and/or consumers.
- Actively monitor and act to improve the quality and safety of consumer 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

- Be proactive, engaged in and committed to creating great experiences for each consumer.
- 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 consumers, 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 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 (incl Qualifications)
<p>Competency</p> <ul style="list-style-type: none"> • Consumer centred, including culturally and LGBTIQ+ sensitive • Creative, flexible and solution focused • Proactive work practices • Strong communication skills • Strong interpersonal skills • Cultural awareness competencies 	<p>Technical/Functional</p> <ul style="list-style-type: none"> • Ability to work independently and as part of a team • Basic administration and information technology skills • Sound group facilitation skills • A current Working with Children Check, or the ability to secure one • A current Australian driver's license or competency with public transport 	<ul style="list-style-type: none"> • A lived experience and understanding of the impact of mental health issues on health and wellbeing. • A Mental Health Qualification (or equivalent Human Services, Community Services) qualification of Certificate IV level or above, or complete such a qualification within 2 years of your commencement of employment. Support may be provided to complete this qualification. • A strong personal/professional support network that promotes resilience. • Involved and actively participating in the local community. • A commitment to and/or experience in working with people from LGBTIQ+ communities. • An interest in or demonstrated experience in running 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 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.
Position Dimensions		Decision Making Authority
<p>No. Of FTE: 0.8EFT Roster: This position will work from 11am to 7pm four weekdays per week.</p>		<p>Work under the direction of Supervisor/Manager from Drummond Street and Peer Lead from Neami.</p>