

Position Description – LGBTIQ+ Community Engagement Worker

Position Title:	LGBTIQ+ Community Engagement Worker	Position Grade:	SCHADS 5
Department/Division:	QHub	Position No.	
Reporting to:	QHub Manager & Peer Lead		
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 establish and implement the QHub project, 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+ Community Engagement Worker will build on robust partnerships with local LGBTIQ+ organisations, groups, individuals, families and communities to support engagement in the governance, co-design and co-delivery of Safe Spaces, ensuring it’s responsive to the diverse, intersectional and unique needs of each area. The Community Engagement Worker will be part of the QHub team, based in Geelong and providing outreach to the Surf Coast.</p>			
Key Responsibilities			
Service Delivery			
<ul style="list-style-type: none"> • Establish and build on robust partnerships with local LGBTIQ+ organisations, groups, individuals, families, and communities • Work alongside the QHub Manager & Peer Lead to support community engagement in the governance, co-design, and co-delivery of QHub • Ensure an intersectional lens is applied across consultations/co-design activities across age, identities, abilities, and cultures • Develop social media and community campaigns as part of project community engagement strategies • Consult, plan and codesign activities with key LGBTIQ+ community members, families, and groups • 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 • Work in partnership with a range of internal and external programs, services, and key stakeholders to deliver a wide range of social activities and health and wellbeing services at QHub as identified in the co-design and planning phase • 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 			
Community Development and Training			
<ul style="list-style-type: none"> • 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
- Commit to child safety and to creating and maintaining a child safe organisation in line with the Victorian Child Safe Standards and collaborate with others to ensure our 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 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 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		
<ul style="list-style-type: none"> • 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"> • Client and community 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 community engagement and development • Strong knowledge of determinants of mental health within LGBTIQ+ and intersectional communities • Cultural and diversity humility • Sound group facilitation skills • Highly developed administration and information technology skills • A current Victorian driver's licence 	<ul style="list-style-type: none"> • Qualifications in social work, community development or related field • Minimum two years' experience in delivering programs to LGBTIQ+ individuals and groups • Demonstrated ability to co-design and co-deliver projects and programs • 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 capacity to work within integrated, collaborative and systemic approaches • 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
<p>No. Of FTE: 0.8 Customer base: LGBTIQ+ young people and their families in Geelong and the Surf Coast This position will work until 8pm one night per week, starting at 12pm that day</p>		<ul style="list-style-type: none"> • Independent professional judgement • Responsible for the management of workload, in consultation with their supervisor