

QTBIPOC Peer Practitioner

Our vision: *Humanity and community shape mental health, so people can live the life they choose.*

Our purpose: *To walk alongside you, inspiring possibility.*

Our values: *With people and community first, we lead with integrity, uphold respect for all, inspire possibility and co-create to shape change together.*

Position Information

<p>Purpose</p>	<p>The QTBIPOC (Queer, Trans, Black, Indigenous People of Colour) Peer Practitioner works as part of the Aftercare team to provide culturally responsive, recovery-oriented peer support to LGBTIQ+ community members experiencing suicidal crises and mental health challenges. The role uses lived experience of both mental health and suicidal distress and QTBIPOC identity as professional expertise to support individuals in their recovery, strengthen connection to community, and enhance culturally safe service delivery. The Peer Practitioner also contributes to co-design, community building and system advocacy to improve outcomes for QTBIPOC communities.</p> <p>Aftercare Peer Practitioners play an integral role in working collaboratively with clients towards their goals following a suicide crisis through one-to-one sessions, group work facilitation, preventative support, community advocacy, support coordination, access to community networks and appropriate referrals to support self-determined recovery, wellbeing and meaningful participation in community and everyday life, in ways that affirm identity and lived experience.</p> <p>Aftercare recognises that this role may generate additional cultural load, including the impacts of working within systems shaped by colonisation and systemic inequity. Mind is committed to addressing racism and cultural harm, listening and responding to the needs of QTBIPOC staff, and supporting practice that is led by lived experience, cultural knowledge and self-determination.</p>
<p>Position reports to</p>	<p>LGBTIQ+ Peer Practice Lead</p>
<p>Mind classification level</p>	<p>SCHADS Level 4</p>
<p>Stream</p>	<p>Lived Experience</p>

Mind values the experience and contribution of people from all cultures, genders, sexualities, bodies, abilities, ages, spiritualities and backgrounds. We encourage applications from Aboriginal and Torres Strait Islander peoples, people with a lived experience of mental ill-health and recovery, people living with disability, those who identify as LGBTIQ and applicants from culturally and linguistically diverse backgrounds.



<p>About the service</p>	<p>The Aftercare program, funded by the Victorian Government Department of Health, offers a safe place of healing and support for people from the LGBTIQ+ community who are having thoughts or intentions of suicide.</p> <p>Aftercare offers short-term (three to six months), queer and peer-led support and counselling for community members, their families and loved ones at no cost. The services aims to provide inclusive, affirming care and strategies to move forward following a suicide crisis. Aftercare services, led by peer support workers and an Allied Health team, are tailored to community member’s individual needs and utilise Intentional Peer Support and a range of therapeutic interventions including brief therapies, motivational techniques and specialist clinical supports.</p>
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<p>Position description effective date</p>	<p>June 2026</p>
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Responsibilities

<p>Peer Work</p>	<ul style="list-style-type: none"> • Have a publicly disclosed LGBTIQ+ identity and personal/consumer lived experience of suicidality, along with demonstrated lived expertise and designated work experience that is equal to the level of the position. • Draw on the knowledge, skills and expertise as a Black, Indigenous or Person of Colour to inform your practice with members of our community who share similar experiences. • Demonstrate knowledge and abilities gained from both an individuals lived/living experiences, collective impacts and Lived Expertise, and be able to support the development of these approaches across the reach of Mind’s work by utilising: <ul style="list-style-type: none"> ○ highly developed relational skills, including exemplifying unconditional acceptance and positive regard, ○ effective and appropriate sharing of learnings from personal recovery stories, ○ understanding how essential hope is, strategies to build hope, and holding hope for others, ○ demonstrate the ability to sit with, hold and bear witness to someone’s distress in an authentic way, ○ transforming adversity into expertise that can be empowering and helpful. ○ understand and articulate how Lived Experience work is distinct and unique, including the values, principles, and practice of the discipline. ○ Intentional Peer Support Framework.
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	<ul style="list-style-type: none"> • Work in a way that is informed by Mind’s Lived Experience Strategy, Peer Work Framework and Model of Peer Work to guide your work. • Draw on the broader Lived Experience knowledge base to inform your practice. • Support your team to understand and role model the delivery of services and approaches that are consistent with recovery-oriented practice from a peer/Lived Experience perspective.
<p>Provide direct support to individual clients</p>	<ul style="list-style-type: none"> • Provide direct support to individual clients to enable them to engage in a meaningful life by supporting them through a strength-focused, staged approach to recovery using agreed practice techniques and approaches. • Support clients with actioning their recovery plan in a range of areas including: <ul style="list-style-type: none"> - Understanding and managing client’s own mental health. - Developing daily living skills and capacity for self-care. - Crisis and incident management. - Addressing stigma and managing issues arising from trauma. - Managing physical health. - Support to maintain or create meaningful activity through participating in community life including education and employment and utilising public transport. - Provide support regarding alcohol and drug use using a harm minimisation approach. - Provide support in response to trauma using a trauma informed care approach. • Purposefully engage with clients using techniques including: <ul style="list-style-type: none"> - Brief intervention. - Person-centered active support. - Motivational interviewing and coaching. - Family inclusive practice. - Trauma informed practice. - Conflict resolution.
<p>Undertake group work</p>	<ul style="list-style-type: none"> • Plan, deliver and develop group work programs that assist clients to build their skills, focus on their recovery and work on their connection to community. • Curate groups focusing on peer connection amongst QTPOC community members. • Deliver group work programs as the lead/co-facilitator based on peer values and principles. • Utilise the principles of co-production and co-facilitation. • Engage and support clients to co-produce and co-facilitate groups/events.



	<ul style="list-style-type: none"> • Assist in the evaluation and review group work programs.
Work with local service providers	<ul style="list-style-type: none"> • Create linkages and build relationships and referral pathways with services that support refugee, asylum seeker, First Nations and People of Colour community members. • Engage with Aftercare’s BIPOC community members to fully understand their need for assistance from local service providers with clinical mental health, physical health, education and employment, LGBTIQ+ community connectedness, eligible entitlements and benefits, housing, transport, recreation and social connections. • Contribute to LGBTIQ+ lived-experience specific suicide prevention guidelines and strategy. • Liaison and coordination with LGBTIQ+ community groups and lived experience advisory groups as necessary.
Work with clinical partners	<ul style="list-style-type: none"> • Work within a multidisciplinary team: <ul style="list-style-type: none"> - Supporting recovery-oriented practice. - Enhancing collaboration between team members. - Support confidence in LGBTIQ+ friendly and mainstream support services.
Provide support to families and carers	<ul style="list-style-type: none"> • Support family and carers including family of origin or chosen family, through understanding their concerns and the provision of information, education and referrals. • Facilitate, as appropriate, the re-engagement and maintenance of chosen family and carer relationships.
Other duties	<ul style="list-style-type: none"> • Ensure all performance targets as set by Mind are met and utilise performance reports to update management on the achievement of KPIs, to enable effective planning and management reviews. • Maintain up to date client records within CIM and other data recording software as required. • Support and complete comprehensive risk management to support the safe running of the service. • Provide specialist LGBTIQ+ suicide prevention advice to the team and broader organisation. • Oversee work activities of a complex nature. • Document all activities using Mind’s ICT system and processes. • Actively participate, contributing to the team and wider organisational initiatives. • Take personal responsibility for the quality and safety of work undertaken. • Contribute to service delivery improvements, including meeting service delivery targets. • Other duties as directed.



<p>Professional development</p>	<ul style="list-style-type: none"> • Participate in line management supervision, performance appraisals and feedback. • Undertake relevant training and professional development, including regular supervision, appropriate to the primary work of the service. • Partake in regular team supervision. • Actively participate in reflective practice. • Participate in Peer Co-reflection on a regular basis. • Continue to reflect on your personal lived experience and the broader lived experience knowledgebase and how you use this in your practice.
<p>Accountability</p>	<ul style="list-style-type: none"> • Conduct yourself in accordance with the Mind Code of Conduct and Mind policies and procedures. • Integrate feedback from community members, peer practitioners, allied health practitioners, peer practice lead and service manager. • Proactively support Mind’s vision of supporting people facing mental health challenges to live well and be socially included, in accordance with the Mind values.
<p>Workplace health, safety and wellbeing</p>	<ul style="list-style-type: none"> • Contribute actively to the maintenance of a safe workplace. • Ensure all safety issues are reported and addressed as they arise.
<p>Lived experience</p>	<ul style="list-style-type: none"> • Contribute to a workplace that values lived experience and the inclusion of consumers, carers and families in the work we do.
<p>Cultural safety</p>	<ul style="list-style-type: none"> • Contribute to a culturally safe workforce and service environment for staff, consumers, carers and volunteers from all cultures, genders, sexualities, bodies, abilities, spiritualities, ages and backgrounds.



Position Requirements	
<p>Qualifications required</p>	<ul style="list-style-type: none"> • Completion of Intentional Peer Support Core and/or Advanced Training, or Certificate IV in Mental Health Peer work desirable but not required. • Completion of other relevant Consumer Discipline trainings are desired but not required eg: Consumer Perspective Supervision, Alt2Su, Hearing Voices etc. • Tertiary qualifications as relevant to the role are desired but not required.
<p>Knowledge, skills and experience required</p>	<ul style="list-style-type: none"> • Has a personal lived/living experience of LGBTIQ+ identity and suicidality and an understanding of, and ability and willingness to, contribute this Lived Expertise in working towards greater organisational impact. • Proven experience in Community Services, Mental Health, Disability, Social Welfare, Housing, Healthcare or Government sectors is highly desirable. • Experience and expertise in working directly with LGBTIQ+ people with mental health issues, suicidal ideations and crisis, complex needs and with their families and carers. • Sophisticated understanding of the issues that may impact QTIBPoC people, their families and communities and an awareness of the key barriers these communities may face in accessing LGBTIQ+ services. • Experience in building connection and engagement with and across QTIBPoC, multicultural and multifait and/or First Nations communities. • Fluency in other languages to support connection with community is desirable. • The ability to exercise self-care and self-regulation within a collaborative peer-based work setting. • Experience in assessing need and working collaboratively to plan goal focused recovery using evidence informed approaches and tools. • Demonstrated understanding of lived experience approaches including peer work, co-design and workforce development. • Ability to disclose your lived experience in an appropriate and purposeful manner to support, empower, bring hope and support the recovery of clients. • Ability to draw on Mind’s Peer Work Framework and Model of Peer Work to guide your work. • Ability to draw on the broader lived experience knowledge base to inform your practice.

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You can also watch our Great Minds series of videos by visiting www.youtube.com/mindaustralia

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	<ul style="list-style-type: none"> • Support the team to understand and deliver services that are culturally responsive and consistent with recovery-oriented practice from a peer/lived experience perspective. • Passion to drive and champion change, initiatives and progress the lived experience agenda throughout the organisation.
<p>Other</p>	<ul style="list-style-type: none"> • Right to work in Australia. • Current valid Australian driver's license. • Current NDIS Worker Screening Check Clearance. • Working with Children Check or equivalent (Blue Card - QLD).

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