

Position Description - LGBTIQA+ Youth and Family Practitioner

Position Title:	LGBTIQA+ Youth and Family Practitioner	Position Grade:	SCHADS 5
Department/Division:	QHub		
Reporting to:	QHub Team & Community Engagement Lead and Senior LGBTIQA+ Family Practitioner		
Position summary/purpose:	Drummond Street Services (DS) delivers QHub, providing co-designed, place-based services to LGBTIQA+ young people and their families/carers across Ballarat and Geelong. Working alongside a range of organisations, LGBTIQA+ groups, individuals, families and communities, QHub meets local needs and provides a range of affirming, accessible and wraparound mental health and wellbeing support for local LGBTIQA+ communities. The LGBTIQA+ Youth and Family Practitioner will provide high-quality youth, family, mental health and wellbeing counselling and case management services and group interventions to LGBTIQA+ young people and their families within DS’ Family Services Model of Practice. The Practitioner will work as part of the QHub team, based in Ballarat. First Nations People, LGBTIQA+ people, people with disability, people of colour, public housing residents or people with a lived experience are encouraged to apply.		
Key Responsibilities			
Service Delivery • Provide queer sensitive and affirmative counselling and case management services to a diverse range of LGBTIQA+ young people under 25 and their families, including people of colour and those from culturally and linguistically diverse backgrounds, in Ballarat. • Provide comprehensive assessment 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 focused therapeutic counselling and interventions for clients presenting with mental health challenges (eg anxiety, depression) • 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, in line with DS policies, procedures, and practice model
- 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
- Assisting the QHub Coordinator & Community Engagement Worker to support community engagement activities, including establishing and building on robust partnerships with local LGBTIQ+ organisations, groups, individuals, families, and communities and other program support duties as required

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 aligns with a high level of practice quality and integrity
- Ensure reporting requirements for the program are undertaken
- Work within risk management, quality standards and continuous improvement frameworks
- Support peer staff to complete risk assessments with peer work clients

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

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

Key Competencies/Skills		Experience Profile (incl Qualifications)
Competency	Technical/Functional	
• Client centred, including culturally and LGBTIQ+ sensitive • Promotes productive, competent work practices • Organisational and quality focus • Creative, flexible and solution focused under pressure • High level of self-awareness and professionalism • Strong alliance with social justice values • Strong communication skills	• 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 • Highly developed administration and information technology skills • A current Victorian driver's license	• 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

		• 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
• No. Of FTE: 0.8 • Customer base: LGBTIQ+ young people and their families in Ballarat • This position may be required to work varied hours across weekdays and requires weekend work at times		• Independent professional judgement in establishing a treatment pathway • Responsible for the management of workload, in consultation with their supervisor