

Position Description – LGBTIQ+ Peer Recovery Worker - QHub

Position Title:	LGBTIQA+ Peer Recovery Worker	Position Grade:	SCHADS 4
Department/Division:	QHub		
Reporting to:	QHub Team & Community Engagement Lead and QHub Manager & Peer Workforce Lead		
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 wrap around mental health and wellbeing support for local LGBTIQA+ communities. The LGBTIQA+ Peer Recovery Worker is a LGBTIQA+ person with their own experiences of mental health challenges. They use their personal journey to intentionally connect with and support LGBTIQA+ young people. The aim of Peer Work at QHub is to build genuine, meaningful relationships based on shared experiences and knowledge. These connections are about creating space for connection, mutuality, empowerment, finding meaning in experiences, exploring identity and sharing openly about any challenges being faced. By working together, they focus on what matters most to the young person. QHub Peer Workers take a flexible approach, offering support in-person, online, and over the phone. They provide one-on-one support as well as case management, advocacy, education, and resources to support LGBTIQA+ young people in feeling seen, supported, and affirmed in their communities. Additionally, the Peer Worker co-facilitates a range of drop-in groups and activities. This role is based in the Ballarat QHub site. 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 Engage participants and develop professional and trusting relationships that; respect worker/client boundaries, establish (or re-establish) a positive personal identity /sense of self; Build (or re-build) a meaningful life; and encourage responsibility and support to exercise choice and control and are grounded in connection and mutuality			

- Provide support to participants by intentionally sharing your lived experience, i.e., be a bearer of hope that recovery is often fluid and can and does occur
- Work alongside participants to identify areas of need using the assessment and outcome measurement tools used at QHub.
- Work alongside participants, their care team and family/carers to develop Individual Recovery Plans that incorporate self-identified recovery goals
- Work with participants, their families/carers in collaboration with treating clinicians, to develop individual specialised plans and strategies to cope with psychological and suicidal distress
- Deliver specialist interventions within scope of practice and training competency
- Actively collaborate with Local Health District and/or community-based treating clinicians to ensure safe, collaborative and effective clinical care
- Provide direct, practical support to participants through individual and group-based activities that support participants to bolster their social connection and attain the skills required to meet their goals
- Encourage and facilitate connection to and participation in a range of natural and community-based activities that support the achievement of recovery goals, including other Drummond St programs
- Support family members and carers, guided by the principles of family sensitive practice, utilising tools such as integration in care planning and review, single session family consultation, and the delivery of peer learning programs
- Encourage and support participants to assess their experiences of support using QHub experience measures and tools
- Participate in peer support mechanisms, including the delivery of peer learning programs, one to one and group peer support initiatives and links to broader peer support programs, including online
- 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 supervision as well as communities of practice.
- Participate 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.
- 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

- Participate in the ongoing development of the service to ensure it is meeting community and client needs.
- Comply with funded service standards, practice manual, contract guidelines, and local operating procedures.
- Ensure program 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 and collaborate with others to ensure our workplace and programs are culturally safe and affirmative for employees, children and families

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
Competency

- Organisational & Quality Focus
- Planning & Implementation
- Results Driven & Client Orientated
- Promotes productive work practices
- Creative, flexible and solution focused
- High level of self-awareness, professionalism, and social justice values
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Technical/Functional

- Practice co-reflection skills
- Interpersonal, community & inter-agency relationships skills
- Ability to work independently and as part of a team
- Highly developed interpersonal, oral, and written skills
- High level skills in mental health and family violence
- Knowledge in peer interventions and strategies, and knowledge of intersectional practice.
- Experience in working within an Intentional Peer Support framework
- Family-aware and inclusive practice whilst holding risk and safety as paramount

Experience Profile (incl Qualifications)

- Study in a peer relevant program eg IPS, cert 4 Mental Health etc
- A minimum of two years' experience in Peer Work
- Demonstrated knowledge and application of a range of therapeutic peer practice approaches for individuals, couples, families and specifically children and young people
- Knowledge of youth program planning
- 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

	• Cultural and diversity humility • Sound group facilitation skills • Highly developed administration and information technology skills • A current Victorian driver's license	• Identify as belonging to LGBTIQ+ communities, as well as other communities with whom DS assertively engages
Position Dimensions		Decision Making Authority
• No. Of FTE: 0.4FTE • 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		• Responsible for own practice quality, including case notes, SDQs, assessments, reviews. • Independent professional judgement, including when to seek advice. • Attend co-reflection regularly • Management of own caseload, in consultation with their supervisor as required.