

Job Title	Peer Navigator
Organisation	Queensland Positive People Incorporated (QPP)
Remuneration	Social, Community, Home Care and Disabilities Award 2010 Level 4 + Superannuation + Leave Loading Salary packaging of up to \$35,000 gross up value (i.e., currently up to \$15,900 Expenses + \$2,650 Meals, tax free)
Reports to	Peer Services Coordinator

Primary Purpose of Role

The primary purpose of the Peer Navigator is to provide person-centred support to people who are newly diagnosed with HIV, people at risk of falling out of care, and those re-engaging in care. The program aims to foster personal resilience and self-management. Support is provided to develop HIV health literacy, navigate health systems, and provide social and emotional support related to HIV.

The Peer Navigator facilitates peer-to-peer connection for people with HIV, provides information and support and conducts intake to register people for QPP services. The delivery method of interventions involves one-on-one client interactions and facilitation of social groups and workshops.

A key aspect of this role will be to work under the guidance of the Peer Navigation Team Leader to provide outcome focused services that offer clients seamless integration with QPP and other services including case management and community development initiatives.

QPP Values

Agency	We work from a strengths-based perspective, activating the individual and the collective agency of people living with HIV and affected communities. We want individuals to have choice and direction in their lives, not restrained by stigma or other systemic barriers. We want people living with HIV and affected communities to have collective agency, to shape QPP and the response to HIV in Queensland.
Integrity	We are a trusted organisation and work hard to be worthy of that trust. We are transparent, accountable and work collaboratively in service of our vision and mission.
Courage	We are bold and courageous. We speak truthfully about the experiences and needs of people living with HIV and affected communities and challenge inequity and injustice. We work ambitiously to achieve our vision. We try new ways of working, committed to learning and innovation.
Belonging	Belonging and connection is at the heart of living life well. We build peer connections among people living with HIV and affected communities and place lived and living experience at the centre of everything we do.

Key Responsibilities/Accountabilities

Leadership

- Embodies and promotes the values and behaviours that reflect the spirit and purpose of the organisation and a unified culture.
- Embrace and contribute to a culture that builds people and trust, values and supports learning and development and provides a safe and supportive environment for community, clients and staff.

Service Delivery

- Work alongside clients to support their health needs from a peer-to-peer perspective.
- Support development of HIV health literacy utilising education modules to deliver information related to HIV diagnosis/care/treatment and other relevant topics (alcohol and other drugs, legal rights and responsibilities, disclosure, etc.).
- Staff phone and online portals to facilitate connection between PLHIV and QPP, conduct intake as required to connect clients with QPP services.
- Provide planned support to clients in response to identified needs through assessment, goal planning, monitoring, and closure.
- Support and empower PLHIV to self-advocate to address issues of stigma and discrimination and onwards refer as required.
- Identify and respond appropriately in crisis situations.
- Support connected and seamless client referrals within the scope of the role with QPP and other services.
- Collaboratively consult with individuals and community to identify social support needs and assist with the development of social support groups and attend groups as required.
- Maintain exceptionally high standards in the protection and promotion of client safety, confidentiality, and privacy.
- Participate in monthly individual and group supervision with a commitment to continuous learning and improvement through knowledge sharing.

Teamwork

- Ensure communication is appropriate with members of the team.
- Actively share ideas and resources across the broader Life+ team.
- Participate and contribute to regular internal and external meetings, such as staff meetings, HIV sector meetings and peer communities of practice as required by the role.
- Participate in regular supervision/performance reviews with your line manager.
- Display commitment to achieving the organisations strategic and operational plans.

Quality and Risk Management

- Maintain client records, ensuring all case notes, plans, and related correspondence are accurately documented and promptly updated.
- Actively participate in quality improvement activities relevant to the role, including the accurate and timely collection of data as part of program activities and deliverables.
- Engage in supervision, support, training and coaching as outlined in the organisational performance development system to enhance knowledge and skills.
- Adhere to all policies, procedures, and work instructions of QPP.
- Contribute to the review and update of QPP's procedures and work instructions as directed.
- Demonstrate commitment to and uphold a safe workplace environment in accordance with the *Work Health and Safety Act 2011*.

Projects

- Assist by bringing lived and living experience of HIV to research, development and delivery of projects and/or organisational working groups as required/directed.

Program Budget

- Work towards minimising waste and improving cost efficiencies.
- Ensure credit card and funds expenditure are within approved limits and funds procedures are followed.

Stakeholder Engagement

- Establish and maintain relationships with relevant services and organisations to improve client access to services and resources.
- Identify education opportunities, bringing lived and living experience of HIV to improve the HIV literacy of relevant services and organisations to improve referral pathways for HIV positive clients.
- Delivery of information and education services to promote QPP programs including participation in projects, conferences and or other activities.
- Participate in community events as required/directed.

Experience/Qualifications

Essential

- Lived experience of HIV and demonstrated readiness to build and maintain authentic and mutual connections with HIV positive communities to:
 - share hope, knowledge, and experience adjusting to living with HIV;
 - openly demonstrate the skills and abilities to explore and engage in recovery and challenge stigma and discrimination.
- Minimum certificate III in health, community or health services or be working towards a similar or higher-level qualification.
- Ability to maintain exceptionally high standards in the protection and promotion of client confidentiality/privacy.
- Well-developed verbal and written communication and presentation skills.
- Ability to travel intra and inter-state as required.
- Willingness to work outside normal business hours as required.
- Competency in the use of Microsoft Office, including Word, Excel, and Outlook.
- The provision of a National Police Check of six months currency (or international check if lived overseas in the last 12 months) or evidence that a National Police Check has been applied for.
- A current Queensland Blue Card or equivalent interstate Working with Children Check.

Desirable

- Relevant prior experience in community initiatives.
- Community services experience including peer work in HIV, mental health or similar field.

Direct/Indirect Reports

- Social group coordinator or volunteers as required.

Key Selection Criteria

1. An understanding and sensitivity to HIV associated stigma, and the diversity of contemporary and historical lived experiences and identities of PLHIV.
2. Strong interpersonal skills with demonstrated ability to engage effectively, build relationships, trust and rapport with diverse and marginalised communities.
3. Demonstrated ability to work in partnership with PLHIV to enhance their health, well-being and skills.
4. Demonstrated ability to undertake assessments and develop strategies and implement interventions to address issues as identified by clients.
5. Demonstrated understanding of recovery orientated practice and awareness of own recovery journey of HIV.
6. Strong, communication, negotiation and confidentiality skills, with the capacity to build and maintain professional relationships, with internal and external stakeholders.

Note	The Experience and Qualifications section listed above reflect the requirements of the role at the time of recruitment or review. Where an employee was appointed prior to the approved date on this position description, these criteria are not applied retrospectively.
Last Updated	
Updated by	
Approved by	LIFE+ Manager
Date	02/06/2025