Queensland Positive People

POSITION DESCRIPTION

Job Title	Reset+ Peer Engagement Practitioner
Organisation	Queensland Positive People Incorporated (QPP)
Remuneration	Social, Community, Home Care and Disabilities Award 2010 Level 5 + Superannuation + Leave Loading Salary packaging of up to $35,000 gross value (i.e., currently up to $15,900 Expenses + $2,650 Meals, tax free)
Reports to	Reset+ Team Leader

Primary Purpose of Role

The primary purpose of the Reset+ Peer Engagement Practitioner is to provide peer-led support, engagement and group-based interventions for LGBTIQA+ people and people living with or affected by HIV experiencing mental health and alcohol and other drug (AOD) concerns. Drawing on lived and living experience and recognised peer practice principles, the position promotes connection, empowerment, harm reduction, health literacy and wellbeing.

The position leads the co-design, development and delivery of accessible, inclusive and affirming peer groupwork across Queensland, through online and in-person services. Groupwork is informed by the needs, experiences and priorities of the communities served, creating opportunities for mutual support, psychoeducation, community connection and self-determination.

Working collaboratively with the Reset+ Counsellor and Team Leader, the position contributes peer expertise within a multidisciplinary service model and supports integrated pathways between peer groupwork, counselling and other services, helping individuals access and remain connected to appropriate support.

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

- Demonstrate QPP's values, culture and expected behaviours through day-to-day work, professional conduct and interactions with colleagues, clients and stakeholders.
- Contribute to a positive, inclusive and accountable workplace culture by fostering collaboration, respectful communication, reflective practice, teamwork and wellbeing.
- Take responsibility for individual performance and professional development, actively participating in performance reviews, feedback and relevant learning and development opportunities.

Service Delivery

- Lead the co-design, development and ongoing refinement of the Reset+ Program peer groupwork, ensuring group content and approaches are responsive to the needs, experiences and priorities of LGBTIQA+ people and people living with or affected by HIV.
- Plan and coordinate statewide delivery of Reset+ peer groupwork across online and in-person settings, including dedicated delivery in regional Queensland, with responsibility for scheduling, participant communication and delivery arrangements.
- Coordinate access to peer groupwork, including referrals, eligibility, group allocation and waitlist management.
- Co-facilitate peer-led Reset+ groups with the program counsellor or team leader, supporting AOD harm reduction, health literacy, psychoeducation, wellbeing and community connection.
- Maintain appropriate awareness of service user wellbeing, supporting integrated pathways between peer groupwork, counselling and other services. This includes facilitating soft entry to and step-down from counselling, recognising when additional support may be required, and seeking consultation, referral or escalation within the scope of peer practice.
- Provide peer support and engagement in accordance with recognised peer practice principles and standards, drawing purposefully on lived and living experience to foster mutuality, connection, hope and self-determination while maintaining appropriate professional boundaries.

Quality and Risk

- Comply with QPP policies, procedures, quality standards and relevant governance requirements, working within the scope of the role, seeking guidance and escalating matters appropriately ensuring safe, ethical and consistent work practices.
- Identify, document and promptly report risks, incidents, near misses, complaints and service issues in accordance with QPP procedures and escalation requirements.
- Maintain accurate, timely and complete records and data, and actively participate in quality assurance, accreditation, reporting and continuous improvement activities.

Resource and Budget Management

- Contribute to the responsible and efficient use of QPP resources, in accordance with organisational policies, procedures and approved arrangements.
- Ensure accurate and timely submission of expenses, invoices and claims, in accordance with QPP's financial procedures and requirements.

Key Responsibilities/Accountabilities

Stakeholder Engagement/Education

- Build and maintain positive, respectful and professional relationships with clients, community members, colleagues, service partners and relevant stakeholders.
- Engage inclusively, respectfully and professionally with all people and communities we serve and interact with, applying culturally safe, person-centred approaches and recognising the importance of lived and living experience in our work.
- Represent QPP professionally and contribute to effective stakeholder engagement, identifying and communicating community feedback, service needs and opportunities for improvement to the relevant manager.

Qualifications and Experience

Qualifications

Essential

- Tertiary qualification in community services, peer work, mental health, alcohol and other drugs, health promotion or a related discipline, or equivalent relevant experience.
- 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.

Desirable

- Recognised training in peer work or lived and living experience practice.
- Recognised training in groupwork or group facilitation.
- SMART Recovery facilitator training.
- Training or professional development in co-design and community development approaches.
- Additional training in mental health and/or AOD, including harm reduction approaches.

Experience

Essential

- Lived experience as a member of LGBTIQA+ communities and/or as a person living with HIV, with demonstrated readiness to draw purposefully on lived and living experience within a peer practice role.
- Demonstrated understanding and application of peer practice principles, including mutuality, purposeful self-disclosure, self-determination and professional boundaries.
- Demonstrated experience facilitating or co-facilitating peer-led groups, workshops or other group-based activities, including creating safe, inclusive and engaging environments.
- Demonstrated experience using co-design and/or community engagement approaches to develop activities, programs or resources that respond to community needs and priorities.
- Demonstrated experience coordinating community-based programs or group activities, including participant engagement, communication and practical delivery arrangements across online and in-person settings.
- Demonstrated ability to recognise and respond appropriately to changes in wellbeing or support needs, including seeking consultation and facilitating referral or escalation within the scope of peer practice.

Desirable

- Experience working within mental health and/or AOD service environments.

- Experience undertaking community engagement and outreach, including with regional communities.

Direct/Indirect Reports

Nil.

Key Selection Criteria

1. Demonstrated understanding and application of peer practice principles, with the ability to draw purposefully on lived and living experience to foster mutuality, connection, hope and self-determination while maintaining appropriate professional boundaries.
2. Demonstrated experience facilitating or co-facilitating peer-led groups or workshops, with the ability to create safe, inclusive and engaging environments across online and in-person settings.
3. Demonstrated experience using co-design and/or community engagement approaches to develop programs, activities or resources that are responsive to community needs, experiences and priorities.
4. Demonstrated ability to coordinate peer groupwork, including managing referrals, access and allocation, waitlists, participant communication and practical delivery arrangements.
5. Demonstrated ability to recognise and respond appropriately to changes in participants' wellbeing or support needs, including collaborating with other disciplines and seeking consultation, referral or escalation within the scope of peer practice.

Note	
Last Updated	New position
Updated by	Lisa Wojciechowski
Approved by	Melissa Warner
Date	October 2026