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## **POSITION DESCRIPTION**

**POSITION TITLE**            **Peer Practice Lead**

**CLASSIFICATION**        **Social and Community Services Employee**

### **ROLE OBJECTIVE**

This role provides leadership on QLife's Peer Practice.

The position is responsible for practice development, maintaining safety and quality standards, workforce development and continuous improvement.

QLife provides anonymous and free peer support and referral for lesbian, gay, bisexual, trans and gender diverse, intersex, queer and other sexuality, gender, and bodily diverse people (LGBTIQ+) people in Australia wanting to talk about a range of issues including sexuality, identity, gender, bodies, feelings and relationships. QLife is also accessed by friends and family members of LGBTIQ+ people seeking support and health professionals. QLife is run by LGBTIQ+ people for LGBTIQ+ people.

LGBTIQ+ Health Australia (LHA) is the national peak health organisation in Australia, supporting healthy lesbian, gay, bisexual, trans/transgender, intersex, queer and other sexuality, gender, and bodily diverse people and communities throughout Australia and the world, free from stigma and discrimination.

LHA provides governance and national coordination of the service in collaboration with four state-based sub-contracted partners, who are community controlled LGBTIQ+ health and wellbeing organisations. Each of the partner organisations have a long history of providing support within their local LGBTIQ+ communities and are full member organisations of LHA. QLife partner organisations have many years' experience providing LGBTIQ+ peer telephone and community support, predating the establishment of the centralised model.

QLife works within best practice frameworks and continuous improvement processes and is accredited by the National Safety and Quality Digital Mental Health Standards. It is a requirement that all staff ensure that all aspects of their work are inclusive of LGBTIQ+ Aboriginal and Torres Strait Islanders, BrotherBoys and SisterGirls.

The QLife Peer Practice Lead sits in the Digital Health team that is responsible for QLife and other digital health initiatives. The QLife Practice Lead works alongside the QLife Program Lead who is responsible for operations. The team also has a QLife Data and Technology Coordinator.

### **REPORTING OBJECTIVE**

This position reports to the Digital Health Director.

### **PRINCIPAL DUTIES**

Provide peer practice direction and guidance for the QLife national program.

This may include, but not limited to:

- Work with the Digital Health Director and QLife Program Lead to maintain the safety and quality of Peer practice within QLife (aligned to National Digital Mental Health Safety & Quality Standards (NSQDMHS)).
- Lead reviews, adoption of feedback, updating and implementation of the QLife Practice Framework

- Oversee the implementation of service delivery pilots such as those developed for complex presentations or frequent help-seekers.
- Review service delivery for alignment with the Practice Framework, this includes consulting Peer Supporters and Team Leaders, reviewing feedback and complaints, spot checks and audits of contact logs, partner reporting, incident management and risk reporting.
- Identify systematic improvements in practice identified as a result of the reviews outlined above and monitor their implementation and effectiveness (including professional development and training).
- Chair the external Safety and Quality Governance Committee and provide input into the bimonthly Safety and Quality Governance Report to the Board.
- Provide advice on Peer practice to support partners and as needed for QLife service design and delivery.
- Maintain a risk matrix including management plan and controls and report on any emerging practice issues that demonstrate risk.
- Make recommendations on best practice Peer models relative to positive mental health and wellbeing for LGBTIQ+ people and communities.
- Collaborate with the Program Lead to maintain and update QLife program resources to reflect QLife's Peer practice.
- Provide Peer practice input into policies and processes to ensure that these are of a high quality and are informed by best practice guidelines.
- Adhere to all relevant and appropriate legislation including Child Risk, Mandatory Reporting, risk escalations required including support to Partner Sites as needed.
- Nurture a culture of continuous learning, reflection and improvement relative to Peer practice.
- Build strong relationships with Safety & Quality Governance Committee, Site Ops Representatives, Practice Supervisors, Team Leaders and Peer Supporters
- Contribute to the overall work and development of LHA office through active participation in staff meetings, quality improvement processes and professional development activities.
- Understand, implement, participate, and promote Organisational Policies and Procedures, and Workplace Health and Safety (WHS) objectives, processes and procedures.
- Report all risk following organisational policy and procedure.
- Provide relevant reporting as requested by the Director

## KEY SKILLS & EXPERIENCE

It is an essential requirement that applicants are a member of one or more of the LGBTIQ+ communities:

### *Qualifications*

- Qualifications in mental health peer work, intentional peer support or other Peer qualifications; or
- Equivalent on the job experience (five years)

### *Experience Required*

- Demonstrated ability to articulate and apply learnings from your experiences to inform a peer practice approach

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- At least five years of experience in roles where Peer expertise lived experience perspectives are the primary source of knowledge (this may be from mental health peer work or other forms of peer/lived experience work)
  - Demonstrated experience in developing, leading and supporting Peer practice at a service or organisational level
  - Strong understanding of the dynamics of power, the challenges and potential solutions to authentic Peer workforce participation
  - Excellent communication skills and ability to communicate ideas clearly, concisely and effectively across a distributed, large team
  - Proven experience in leading the design, planning and delivery projects and innovative initiatives
  - Demonstrated experience leading quality assurance, risk management and continuous improvement activities
  - Experience managing service accreditation against safety and quality standards
  - Ability to work with multiple partners in a collaborative and solution focused manner.
  - Good understanding of the current health disparities and issues affecting Indigenous LGBTIQ+, BrotherBoy and SisterGirl communities, especially within the area of mental health.
  - Demonstrated commitment to the health and human rights of LGBTIQ+ people and communities and a deep understanding of the issues experienced by LGBTIQ+ people.
  - Experience of working effectively and collaboratively in a small team environment.
  - Good working knowledge of Microsoft Office (Outlook, Word and Excel).

#### *Aptitude & Interpersonal Skills*

- Outstanding interpersonal and negotiation skills for achieving results while maintaining important relationships and representing the organisation.
- Excellent communication skills especially the ability to coordinate support in a geographically diverse network of people and organisations and the ability to communicate effectively in a team supervision dynamic.
- Excellent administrative and organisational skills and the ability to work with a demanding workload in a timely way, with attention to detail.
- Ability to manage complex and often competing tasks and priorities to deliver high quality outcomes – a significant factor in determining performance effectiveness.
- Capacity to work productively in a team both with LHA and QLife partners.
- Ability to work collaboratively to resolve complex issues, including with stakeholders who may hold differing views and conflicting interests.
- Strong initiative and self-motivation and ability to work autonomously and as part of a team.

#### **KEY PERFORMANCE INDICATORS (KPIs)**

- Member service and satisfaction, servicing both internal and external clients/members (customer, staff, member, stakeholder feedback).
- Satisfactory achievement of ongoing targets, goals and objectives as set and agreed with the Digital Health Director and the Organisation.
- Accuracy of data entry, filing, documentation and information management within the Organisation's database and systems.



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- Responding to enquiries and emails within set timeframes and dealt with in accordance with Organisational standards.
  - Preparing, completing and submitting documentation and reports in accordance with Organisational standards and timeframes.
  - Activities undertaken are fully compliant with statutory, commercial and legal requirements. Following of instructions and completion of tasks in a timely, accurate and efficient manner which meet the requirements of the organisation, members and required regulatory standards.
  - Following, utilisation and promoting of Organisational Policies and Procedures, Organisational Core Values and Work Health and Safety (WHS) requirements.
  - Engaging in Supervision.

Signed by Employee: \_\_\_\_\_ Date: \_\_\_\_\_