

Position Description: QLife Peer Supporter - Staff (NSW)

This document should be read alongside the Position Application Information. If you have any questions please contact terence@twenty10.org.au 02 8594 9550

Advertising date:	Monday 2 September, 2019
Applications due:	5pm Monday 23 September 2019.
Commencement:	October 2019
Position Title:	Qlife Peer Supporter - Staff (NSW)
Accountability:	This position is supervised by the Co-Executive Directors (ED) and is accountable to the Governance Board.
Responsibility:	In a small team of Staff Peer Supporters working alongside Volunteer Peer Supporters the position enables coverage of the Qlife telephone and web chat service.
Award:	Social, Community, Home Care and Disability Services Industry Award 2010
Classification:	SCHADS Award, Level 5, pay point 1.
Rate of Pay:	Currently \$39.15/hr. Penalty rates apply to evening, weekend shifts and public holidays as per SCHADS Award..
Hours of Work:	Part Time. Afternoon and Evening shifts on a 7 day roster, 365 days per year.
Overtime:	Paid as per award.
Contract Length:	Intended ongoing, subject to continued funding.
Probation:	6 months
Position review:	Annual in April/May.

Twenty10 is funded through time limited project funding. If funding was reduced or discontinued prior to the conclusion of agreed projects, then all staff positions will need to be reviewed, including the option of early termination due to lack of funding.

About Twenty10 and QLife

Twenty10 incorporating GLCS NSW works with people who are LGBTIQ+ and others of diverse genders and sexualities, their families and communities. We provide a range of specialised services for young people aged 12-25 including housing, mental health, counselling and social support. For adults we provide social support and for people of all ages we offer telephone support and webchat as the NSW provider for the national QLife project. We also offer inclusivity training and consulting for organisations and service providers across most sectors.

Our vision is a world where people of all genders, sexualities and intersex variations are equal, affirmed, secure and connected. They experience positive health outcomes and live in a society without discrimination, oppression or violence.

About QLife

Twenty10 inc. GLCS NSW is the New South Wales provider for the national QLife service along with the National LGBTI Health Alliance (National), Diverse Voices (QLD), Switchboard (VIC) and Living Proud (WA).

QLife provides Australia-wide anonymous, LGBTI peer support and referral for people wanting to talk about a range of issues including sexuality, identity, gender, bodies, feelings or relationships.

QLife services are free and include both telephone and webchat support, delivered by trained LGBTI community members across the country. Our services are for LGBTI individuals, their friends and families, and health professionals in Australia.

Beyond the telephone, QLife offers webchat for people who prefer online interactions or for whom the phone is impractical.

Summary of Position

Volunteer and Staff Peer Supporters provide anonymous, confidential, peer-based support, information and service referrals as part of the national QLife telephone and web chat service. They are the first point of contact for phone, web chat and email services to people seeking peer-based, brief and anonymous frontline support and referral.

In a small team of Staff Peer Supporters working alongside Volunteer Peer Supporters, enabling coverage of the service open daily 3pm to midnight, 365 days per year to ensure continued success in the provision of one-off, peer-based, anonymous telephone and web chat support and referral services.

Volunteer and Staff Peer Supporters offer non-judgemental, ethical, empathic, and person-focused support in line with QLife national and local policy and training. Peer Supporters may be responsible for responding to more complex situations including callers with suicidal ideation or at risk of self harm.

Staff Peer Supporters also undertake additional functions locally such as supporting trainee volunteers on shift, providing peer feedback on contact logs, reviewing local resources information, and other duties as directed.

Staff Peer Supporters also have access to monthly Group Supervision with a Clinical Supervisor.

Staff Peer Supporters shifts are currently weekdays 3:00pm - 7:00pm or 8:30pm - midnight and weekends 3:00pm - 7:30pm and 7:30pm - midnight. But may be subject to change.

Shifts are rostered in 3 month blocks.

Duties

In descending order of time weighting.

Provide Telephone Support, Information and Referrals

- Staff the telephone lines and web chat service during designated shifts.
- Provide one-off, anonymous, confidential, ethical, empathic and non-judgemental peer support to callers/contacts within the legal and ethical framework upon which the service is based and both national and local policy and training provided.
- Utilise a strengths-based, client-focused, harm-minimisation, healing-centred approach in interactions with callers/contacts.
- Manage frequent callers/contacts within the organisation's guidelines.
- Recognise and respond appropriately to callers/contacts in crisis including domestic or family violence, at risk of self harm or with suicidal ideation, followed by making appropriate reports to staff and completing Incident Forms as required.
- Debrief with Staff and/or Volunteer Peer Supporters following challenging/stressful/crisis calls ideally while on shift.

Use and Maintenance of Database and Resources

Volunteer and Staff Peer Supporters assist QLife and Twenty10 staff to use and maintain the QLife database and service resources by:

- Maintaining appropriate confidential records for each contact by entering de-identified call and chat logs in to iCarol in line with national and local policies.
- Recording basic statistical information (within funding bodies' guidelines) in the contact logging database for each call and chat
- Utilising the iCarol services database to provide referrals and information to contacts where appropriate.
- Recognise and report to staff inaccurate or out of date referral information, or gaps in the services database (e.g. a relevant service not listed).
- Assisting with reviewing currency of print materials and other resources in the local Phone Room and volunteer areas from time to time if appropriate.
- If directed, reviewing and updating existing referral information and adding new referral entries in the services database as part of ongoing QA processes.

Participate in NSW QLife and Twenty10 Teams

- Work to all quality standards, the vision and guiding principles of Qlife and Twenty10 inc. GLCS NSW and our policies and procedures including the Risk

and Compliance framework. Every member of the Twenty10 team is involved in achieving this.

- Be professional and respectful in line with the Professional Ethics and Conduct Policy and the Safer Space Guidelines including respecting the diversity of the volunteer and staff teams, stakeholders and service users. Lateral violence, harassment, bullying or spreading rumours will not be tolerated.
- Attend team meetings, QLife-specific training and group supervision (as per funding deliverables), and read any materials sent out as part of ongoing development and debrief processes. Staff should aim for to attend 80% of supervision sessions and Qlife team meetings (e.g. a minimum of 8 supervision sessions per year when 10 are offered, or at least 3 team meetings if 4 are offered).
- Participate in emails, texts and feeding information and feedback up and down, to help inform local and national planning, program reviews, policy and practice.
- Support other Staff and Volunteer Peer Supporters, including supporting trainee Peer Supporters in speaking and listening shifts, as well as providing sensitive and appropriate constructive feedback and debrief opportunities during shifts or at supervision.
- Check and provide feedback on contact logs for allocated Peer Supporters (if directed).
- Respond proactively to call and chat log feedback.
- Participate in casual debriefs with other staff and volunteers on shift.
- Participate proactively in the formation of rosters.
- Participate in the annual performance review process.

Participate in the national QLife project

- As a routine part of each shift, check email, QLife Library and iCarol Dashboard for communications from local or national team and stay up to date on relevant information, updates, policies and interacting appropriately online with other QLife workers in accordance to QLife and local policies.
- Contribute to project development or review by participating in surveys, focus groups or responding to consultations and other communication, if desired.
- Respond to instant messaging from National team as required.
- Report system or IT issues to National team as required.

Other duties as directed by the Volunteer and Community Education Officer or Co-Executive Directors

You may be requested to perform other relevant duties as required.

Skills and Experience

Essential

- Tertiary qualifications or equivalent experience in counselling, social work, psychology or similar.

- Experience in the provision of telephone or web support, information or referral services, or other brief, one-off or short-term client-centred support services.
- Excellent organisation and communication skills including demonstrated skills and ability to communicate effectively and sensitivity with people who identify as LGBTIQ+ on a peer level.
- Understanding of the issues impacting LGBTIQ+ people, their families and communities including social determinants of mental health.
- A willingness and ability to reflect on own practice, values and attitudes, as well as a commitment to ongoing improvement and self-development.
- Demonstrated ability to be self directed, to work independently, and as part of a team.
- Worker level NSW Working With Children Check clearance and National Police Check Certificate.

Desirable

- Completion of QLife telephone and webchat training or a willingness to do so.
- Demonstrated skills in providing and receiving sensitive feedback and /or supporting or supervising teams of people