

BENDIGO COMMUNITY HEALTH SERVICES

POSITION TITLE: LGBTIQ+ HEY DIVERSITY WORKER

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| Name: | | P.O. Box 1121 Bendigo Central Victoria 3552 |
| Position number: | (allocated by HR) | |
| Award: | In accordance with qualifications/discipline | Central Site: Ph: (03) 5448 1600 Fax: (03) 5448 1699 |
| Classification: | Dependent upon qualifications and experience | Eaglehawk Site: Ph: (03) 5434 4300 Fax: (03) 5434 4355 |
| Site: | headspace (78 -80 Pall Mall Bendigo) | Kangaroo Flat: Ph: (03) 5430 0500 Fax: (03) 5430 0544 |
| Hours per fortnight: | 60.8 hours per fortnight (Tuesday 9.00am to 5.06pm, Wednesday 10.00am to 5.36pm, Thursday 10.30am to 6.36pm and Friday 9.00am to 5.06pm) | Elmore Primary Health: Ph: (03) 5432 6001 Fax: (03) 5432 6101 |
| Tenure: | Ongoing | |
| Position description developed: | September 2017 | |
| Responsible to: | Jenny Singe, Program/Clinical Manager - headspace | |

1. Position Role

The role of the position is to primarily work with young people who are LGBTIQ+, their families and friends supporting them through their journey. The position will also have a key educational role within the education and services sector to assist this cohort of young people to have positive outcomes in their lives. A key component of this position is to facilitate two diversity groups, one aged between 12 - 18 and the second 18 - 25 who meet weekly at headspace.

2. Key Challenges

- Working across a large geographical area
- Working collaboratively with the headspace team
- Working in the greater Bendigo services region

3. Key Result Areas

- Continuous quality improvement
- LGBTIQ+ improved health outcomes and engagement with the greater community
- Improvement within the community with inclusiveness of this cohort of young people

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4. Key Selection Criteria

4.1 Essential

Continuous Quality Improvements/Client Outcomes

1. Sound knowledge regarding LGBTIQ+ issues and supports required for young people between the ages of 12 – 25.
2. Demonstrated understanding of relevant practice frameworks and knows how to driver service delivery in line with headspace and BCHS practice.
3. Demonstrated ability to make links with Community Organisations and present educational material regarding LGBTIQ+ issues.
4. Demonstrated ability to maintain high documentation and data systems management.
5. Demonstrated understanding of headspace and BCHS duty of care requirements to clients and knows how to ensure priority of duty of care in all operational practices and decisions within the team.
6. Demonstrated awareness of the different cultural context within which headspace and BCHS services are delivered, and of how to ensure services are delivered in a culturally sensitive and appropriate way.

Professional Experience

1. A relevant Health or Education field qualification (or significant equivalent experience).
2. Experience in working with LGBTIQ+ young people and their families or carers.
3. A minimum of two years post-qualifying experience including demonstrated experience in working with young people between the ages of 12 and 25.
4. Demonstrated experience in working with young people and the impact diversity has on the mental health of young people.
5. Experience in facilitating groups and event management.
6. Demonstrated understanding of how to deliver culturally sensitive and appropriate services.
7. Ability to educate service providers, educational services and families regarding issues this group of young people face and how to improve their quality of life.

4.2 Desirable

1. Demonstrated understanding of headspace.
2. Demonstrated understanding of and commitment to this specific cohort of young people and the challenges they and their families/friends face.
3. Ability to deliver a high quality service across the relevant age span.

5. Key Working Relationships

Internal

- Program Manager
- Senior Lead Clinician
- headspace Clinical team

External

- Clients of headspace and their families
- Other service providers and community groups in the Greater Bendigo area.

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6. Probationary Period

Employment with BCHS is conditional on satisfactorily completing a probationary period of six (6) months from date of commencement. During this period your performance will be reviewed with your Manager and, assuming this is mutually satisfactory, your employment will be confirmed at the end of this period.

7. Staff Review & Development (SRD)

Each BCHS staff member is required to participate in the annual SRD process. The SRD will be based on the Position Role and Responsibilities and Key Selection Criteria in addition to the relevant Branch and Team Plans and the following Performance Indicators.

7.1 Self-Management:

Demonstrated experience and understanding of the need for ongoing personal and professional development that contribute to self-satisfaction and professional growth

- Continually develop personally and professionally to meet the changing needs of your position, career and industry.
- Demonstrate behaviours that lead you to achieving your goals.

7.2 Communication and Team Work:

High level communication and interpersonal engagement that contributes to productive and collegial relationships between staff and with clients

- Display your capacity for self-awareness through reflection, planning and communication.
- Show evidence of your ability to work co-operatively within a team to achieve team goals.
- Establish and develop as key functions of relationship management, regular and professional communication with all your relevant colleagues.
- Demonstrate alignment and integration of practice according to BCHS' Vision, Values, and Strategic Directions.

7.3 Administration and Documentation:

Through the use of BCHS processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.

- Show evidence that the administrative tasks of your position are completed in an orderly, timely and accessible manner.
- Demonstrate that your documentation is completed in an accurate, legally and ethically compliant standard, and is produced to an appropriate professional standard.

7.4 Learning:

Demonstrated knowledge and application of the capabilities required for this position including knowledge and understanding of appropriate equipment, legislation, policies and procedures.

- Show evidence of knowledge and understanding of BCHS Strategic Directions and the ability to link key strategic directions to individual and team work plans and individual self-development.
- Demonstrate initiative and enterprise skills that contribute to innovative outcomes
- Display an appropriate level of awareness of the implications for BCHS of decisions and situations that involve you and others.

7.5 Position Performance:

Demonstrate achievement of negotiated performance indicators specific to your position.

- Provide service delivery to at least the minimum level required by the funder
- Demonstrate positive outcomes for clients through your intervention

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- Show evidence of an integrated service delivery approach for clients
- Participate in and manage to an agreed budget for your program

7.6 Diversity and Culture:

BCHS treats all people with respect; values diverse perspectives; participates in diversity training opportunities and provides a supportive work environment.

7.7 Child Safety

BCHS values children from all backgrounds and is committed to making our community a safe, nurturing and welcoming place for children to grow and develop. We are committed to making sure **ALL** children reach their individual potential.

7. Other Essential Requirements

Staff will:

- Complete a satisfactory Police Check before employment is confirmed, the Police Check will be initiated by BCHS at the expense of the staff member.
- Sign the pre-existing Injury/Disease Declaration.
- Present a copy of your original professional qualifications document or registration (if required).
- Present a current Working with Children Check.
- Receive and comply with the BCHS Code of Conduct.
- Comply with BCHS Privacy Policy and Procedures.

BCHS believes that ***"Quality is everyone's business, safety is my responsibility"***

- Co-operate with and contribute to BCHS Health and Safety procedures and participate in appropriate safety information and education activities as required.

8. Other Information

- BCHS is an Equal Opportunity Employer.
- All BCHS sites are smoke free workplaces.
- BCHS is committed to employing people from diverse backgrounds and providing a workplace free from discrimination and harassment.
- BCHS has a commitment to environmental sustainability.

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Approved: Liz March
Executive Director - Programs

Date:/...../.....

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Agreed: LGBTIQ+ HEY Diversity Worker

Date:/...../.....