



POSITION DESCRIPTION

POSITION TITLE	QLife National Clinical Lead
CLASSIFICATION	Social, Community, Home Care and Disability Services Industry Award 2010 Social and Community Services Employee – Level 6

TEAM DESCRIPTION

The QLife National Clinical Lead works collaboratively with the QLife Director, Coordinator and QLife partners to deliver telephone and Teleweb service nationally. This team is responsible for ensuring that all project, programs, services and initiatives are delivered to the highest standards and are informed by the most current research and models of best practice. This team interfaces across LGBTIQ+ Health Australia (LHA) programs and is delivered in a synergised way with other teams to ensure resources are maximised and supports LHA to work in a cohesive and dynamic way to increase our reach and diversification of our programs.

ROLE OBJECTIVE

This role will provide clinical oversight and coordination of QLife clinical responses to related projects to the QLife team. QLife provides anonymous and free LGBTI peer support and referral for people in Australia wanting to talk about sexuality, identity, gender, bodies, feelings or relationships. QLife services include both telephone and webchat support, delivered by trained LGBTI volunteer community members and counsellors across the country. Our services are for LGBTI individuals, their friends and families, and health professionals in Australia.

LHA is the contract holder and works in collaboration with four state-based sub-contract partner organisations who deliver the QLife services. Each of the partner organisations has a long history of providing counselling and support within their local LGBTI communities.

All roles at LHA place the needs of LGBT Aboriginal and Torres Strait Islanders, BrotherBoys and SisterGirls as a priority across all of our programs. It is a requirement that all staff ensure that all aspects of their work that LGBT Aboriginal and Torres Strait Islanders, BrotherBoys and SisterGirls are considered and incorporated.

REPORTING OBJECTIVE

This position reports to the Director Programs and Development.



PRINCIPAL DUTIES

Provide clinical advice and guidance for the QLife national program. This may include, but not be limited to:

- Work with the QLife Director and Coordinator to maintain the safety and quality of clinical practice within Life.
- Provide clinical supervision to the QLife national supervisor team.
- Support QLife partners to respond appropriately to any clinical matters, including developing scripts to communicate effectively with QLife contacts.
- Oversee the implementation of the QLife Practice Framework.
- Oversee the implementation and monitor outcomes of the QLife Frequent Caller Model
- Ensure systematic improvements in clinical practice are identified as a result of incident review/s.
- Provide advice on the scope of clinical practice requirements to support QLife service delivery and design.
- Monitor the implementation of the Digital Mental Health Standards.
- Report to the Director Programs and Development on any practice issues that demonstrate risk.
- Make recommendations on best practice models relative to positive mental health and wellbeing.
- Facilitate meeting regularly with the Clinical Governance Committee.
- Work collaboratively with QLife Steering Committee members.
- Develop a QLife Supervision Framework to guide practice.
- Maintain and update QLife program resources to reflect best practice.
- Support the QLife Coordinator to review and update policies and processes to ensure that these are of a high quality and are informed by best practice guidelines.
- Contribute to the overall work and development of the LHA office through active participation in staff meetings, quality improvement processes and professional development activities.
- Adopt continuous learning and improvement processes relative to clinical practice.
- Understand, implement, participate and promote Organisational Policies and Procedures, and Workplace Health and Safety (WHS) objectives, processes and procedures.

KEY SKILLS & EXPERIENCE

Qualifications

- Tertiary Qualifications in Psychology, Counselling or Social Work.

Experience Required

- Minimum two years' experience supervising clinical teams.



-
- Demonstrated experience leading quality assurance, and continuous improvement activities in a mental health, health or social welfare setting.
 - Demonstrated experience in risk management at an organisational and/or service delivery level.
 - Understanding of relevant federal and state government guidelines and legislation related to delivery of mental health services.
 - Experience facilitating multidisciplinary meetings.
 - Ability to work with multiple partners in a collaborative and solution focused manner.
 - Good knowledge of the current health disparities and issues affecting indigenous, LGBTI, BrotherBoy and SisterGirl communities, especially within the area of mental health
 - Demonstrated understanding of and commitment to the health and human rights of LGBTIQ people and communities.
 - Experience of working effectively and collaboratively in a small team environment.
 - An understanding of issues relative to supporting clients accessing Teleweb services.

Computer Skills

- 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 for representing the organisation.
- Excellent communication skills especially the ability to coordinate support in a geographically diverse network of people and organisations.
- Good communication skills in particular 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.
- 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 Chief Executive Officer and the Organisation.



-
- Accuracy of data entry, filing, documentation and information management within the Organisation's database and systems.
 - 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.

Signed by Employee: _____ Date: _____