



POSITION DESCRIPTION

POSITION TITLE	QLife Officer
CLASSIFICATION	Social, Community, Home Care and Disability Services Industry Award 2010 Social and Community Services Employee Level 4
HOURS	48 hours per fortnight

TEAM DESCRIPTION

The Programs Coordination and Capacity Building team is responsible for the oversight of the delivery of the funded programs across the LGBTIQ+ Health Australia (LHA). 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 LHA working in a synergised way with other teams to ensure that LHA resources are maximised, we avoid duplication and that LHA is working in a cohesive and dynamic way to increase our reach and diversification of our programs.

ROLE OBJECTIVE

This role is responsible for meeting the key deliverables of the QLife program. This role will support the QLife Program Coordinator to ensure the programs achieve the intended outcomes.

QLife provides Australia-wide anonymous, online and telephone peer support to LGBTI people across Australia.

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 QLife Program Coordinator.

No direct reports.

PRINCIPAL DUTIES

- Work collaboratively with the QLife Coordinator and associated service partners to ensure that the respective programs are operating using contemporary systems and processes so that the service can be optimised.
- Maintain a log of all promotional opportunities for QLife and ensure that service partners are alerted to particular advertising strategies.
- With the support of the program Coordinator maintain ongoing implementation of service data and monitoring process including the ongoing assessment of data capture and analysis.
- Support service partners by developing helpful tools and support mechanisms so that they can

improve the delivery of the QLife service in a standard and more uniformed way to ensure equity of access and minimum standards of service provision.

- Maintain the efficient running of QLife platforms and interface including and not limited to for example iCarol and webchat platforms.
- Maintain and update program resources in partnership with the Membership Officer including the website, digital resources and interface with social media platforms.
- Support the program Coordinator to review and update the policy and processes that are in place to ensure that these are of a high quality and are informed by best practice guidelines.
- Strengthen the capacity of LGBTI, BrotherBoy and SisterGirl organisations, individuals and communities to implement mental health and suicide prevention strategies through the promotion and distribution of resources and LGBTI mental health promotion campaigns.
- Maintain and update the program referral data base.
- Maintain relationships with key national and jurisdictional mental health and suicide prevention organisations and where appropriate seek opportunities for LHA to expand its reach.
- Strengthen the capacity of LGBTI, BrotherBoy and SisterGirl organisations, individuals and communities to implement mental health strategies through their engagement with Qlife.
- Provide the Policy and Research team with high quality feedback on all government related mental health and suicide prevention submissions and policy documents.
- Contribute to the overall work and development of LHA office through active participation in staff meetings, quality improvement processes and professional development activities.
- Perform other duties and contribute to LGBTI project activities of LHA, in any project area, as requested from time-to-time by the Chief Executive Officer.
- This position may involve work outside normal business hours, e.g. occasional evening teleconferences and work required to meet critical deadlines.
- The role will require some interstate travel.
- Maintain a clean and safe workspace and abide by workplace health and safety policies and all other LHA policies and procedures.
- Undertake other tasks as directed.
- Adopt continuous learning and improvement processes in all aspects of the position.
- Understand, implement, participate and promote Organizational Policies and Procedures, and Workplace Health and Safety (WHS) objectives, processes and procedures.

KEY SKILLS & EXPERIENCE

Qualifications

- Tertiary Qualifications in mental health and wellbeing, community services, social science or other relevant field.

Experience Required

- Robust and contemporary knowledge and understanding of the current health issues affecting LGBTI people, especially mental health and suicide prevention

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- Experience working with people living with a mental health issue
 - Good knowledge of the current health disparities and issues affecting indigenous LGBTI, BrotherBoy and SisterGirl communities, especially within the area of mental health and suicide prevention.
 - Demonstrated understanding of and commitment to the health and human rights of LGBTI people and communities.
 - Demonstrated experience of working in environments where a high degree of judgement, imitative confidentiality and sensitivity is required.
 - Demonstrated understanding of the workings of government (Commonwealth and State/Territory).
 - Demonstrated experience in project management and delivering high quality programs.
 - Experience of working effectively and collaboratively in a small team environment.
 - An understanding of co-design principles.

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 prepare digital information resources and interface with social media.
- Sound project management skills and an ability to work in partnerships to ensure that project outputs are of the highest standard and include expertise that may be required from external sources.
- Excellent administrative and organisational skills and the ability to work with a demanding work load 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, its Member Organisations and other organisations.
- Demonstrated skills in working effectively and collaboratively in a team.
- 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 Executive Director and the Organisation
- Develop and implement evaluation frameworks within agreed timeframes and to the standard expected of the Organisation.
- Meet budget or forecast targets as agreed with the Chief Executive Officer.
- Accuracy of data entry, filing, documentation and information management within the Organisation's database and systems.
- Responding to and answering telephone calls, 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.
- 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 Acting Director Programs Development:_____Date:_____

Signed by Employee:_____Date:_____