



POSITION DESCRIPTION

POSITION TITLE QLife Coordinator

CLASSIFICATION Social, Community, Home Care and Disability Services Industry Award 2010
Social and Community Services Employee Level 5

ROLE OBJECTIVE

This role is responsible for working with the QLife service partners to build their capacity within existing resources to ensure that QLife is operating optimally and maximising reach. This role, with the direction of the Mental Health and Suicide Prevention Manager (MHSPM), will work with QLife service partners to explore models of best practice and efficiency, and ensure that the QLife service is robust and operating strategically and to maximum capacity. A goal of this position is to increase caller and webchat numbers, and improve the efficiency of the service.

All roles at LGBTIQ+ Health Australia (LHA) place the needs of LGBTIQ Aboriginal and Torres Strait Islanders, BrotherBoys and SisterGirls as a priority across programs. It is a requirement that all staff ensure that all aspects of their work includes LGBTIQ Aboriginal and Torres Strait Islanders, BrotherBoys and SisterGirls consideration.

REPORTING OBJECTIVE

This position reports to the Mental Health and Suicide Prevention Manager.

QLife Officer reports directly to this position.

PRINCIPAL DUTIES

- Work in partnership with the Mental Health and Suicide Prevention Manager and QLife service partners and associated steering and advisory committees to ensure that QLife is operating using contemporary systems and processes so that the service can be optimised.
- Develop and implement ongoing evaluation processes for each QLife site to assess capability and capacity to reach contracted key performance indicators.
- Develop and 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 Mental Health and Suicide Prevention Manager and QLife Data Analyst oversee the development and ongoing implementation of a 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.
- Work with the Mental Health and Suicide Prevention Manager and QLife National Clinical Lead to explore what support systems could be implemented to improve the clinical practice standards of the service.
- Oversee the efficient running of QLife platforms and interface including and not limited to for example iCarol and webchat platforms, and ensure that QLife is using the most optimal and reliable systems.
- Maintain and update QLife resources in partnership with the Communications Specialist including the website, digital resources and interface with social media platforms.
- Collaborate with the Mental Health and Suicide Prevention Manager and QLife National Clinical Lead to review and update policies and processes that are in place for QLife and ensure that

these are of a high quality and are informed by best practice guidelines.

- Act as the key liaison between the LHA and the IT service providers.
- Maintain and update the QLife referral data base.
- Have key responsibility for the management of the QLife service partner roster, and ensure that shift coverage is maximised.
- Support the Mental Health and Suicide Prevention Manager to strengthen the capacity of LGBTI, BrotherBoy and SisterGirl organisations, individuals and communities to implement mental health and suicide prevention strategies through their engagement with QLife.
- In partnership with the Mental Health and Suicide Prevention Manager ensure that the key performance indicators in all related contracts are delivered on time and to the highest quality.
- Contribute to the overall work and development of the LHA office through active participation in staff meetings, quality improvement processes and professional development activities.
- Perform other duties and contribute to LGBTIQ project activities of LHA, in any project area, as requested by the Mental Health and Suicide Prevention Manager and Deputy 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, occasional after hours work and a willingness to participate in rostered on-call.
- 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, education, social science or other relevant field.
- Certificate IV in Training and Assessment (Desirable)

Experience Required

- Excellent knowledge of Telephone and Teleweb service delivery.
- Two years program coordination experience.
- Robust and contemporary knowledge of the current health issues affecting LGBTIQ people, especially mental health and suicide prevention.
- Good knowledge of the current health disparities and issues affecting indigenous LGBTIQ, BrotherBoy and SisterGirl communities, especially within the area of mental health and suicide prevention.
- Understanding of and commitment to human rights for LGBTIQ people and communities.
- Demonstrated understanding of and commitment to the health and human rights of LGBTIQ people and communities.
- Demonstrated understanding of the workings of government (Commonwealth and State/Territory), and of the health sector.

- Demonstrated experience of working in environments where a high degree of judgement, imitative confidentiality and sensitivity is required.
- Experience in planning and implementing strategies and program systems to bring about change.
- A proven track record of planning and using diverse influencing strategies to achieve organisational goals.

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 projects within QLife 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 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, QLife partners and other organisations.
- Demonstrated skills in working effectively and collaboratively in a team.
- Experience of working effectively and collaboratively in a small team environment, with minimal supervision.
- Ability to work collaboratively to resolve complex issues, including with stakeholders who may hold differing views and conflicting interests.
- Excellent judgement to manage and advise on sensitive issues that may involve reputational risk.
- 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 Mental Health and Suicide Prevention Manager, Chief executive Officer and the Organisation
- Develop and implement evaluation frameworks within agreed timeframes and to the standard expected of the Organisation.
- Meet budget and financial forecast targets.
- 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.



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- Preparing, completing and submitting documentation and reports in accordance with Organisational standards and timeframes.
 - Management, supervision, utilisation, development and engagement of staff reporting to the position including effective performance management.
 - 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 the Mental Health and Suicide Prevention Manager_____Date:_____

Signed by Employee:_____Date:_____