

LGBTIQA+ Peer Navigator

Position Description

Locations:	Varied
Employment type:	Casual
Reports to:	Team Coordinator
Hours:	As contracted
Classification/Rate:	SCHADS Level 5 - \$71.40 (\$63.75 per hour + 12% superannuation)

Working It Out is a unique, specialist service for Lesbian, Gay, Bisexual, Transgender and gender diverse, Intersex and Asexual people (LGBTIQA+) and their families across Tasmania. We are proud of our reputation as an inclusive, community-driven peer organisation respected by our members and other key stakeholders.

WIO is a values-based organisation which offers flexible hours and a welcoming team environment with diligent and committed colleagues in a challenging area.

We are an equal opportunity employer – we value and celebrate diversity in all its forms, and encourage people of all backgrounds, abilities, ethnicities and cultures to join us in our work.

Position Summary

The LGBTIQA+ Peer Navigator will draw on lived experience and community networks to provide specialist information, support, and referral for LGBTIQA+ Tasmanians, their friends and family.

You will perform the following duties as required:

1. Provide information and peer support to LGBTIQA+ individuals aged 18 and over and their families/support networks using strengths-based affirmative practice, trauma-informed, person-centred and harm minimisation approaches via support appointments in-person, online and/or by phone.
2. Inform community members and stakeholders of new and existing referral pathways, supports, and resources.
3. Support LGBTIQA+ individuals to connect with other LGBTIQA+ people and communities.
4. Assist as negotiated with facilitating peer support groups for those navigating their gender, sexuality and/or innate variation of sex characteristics (IVSC), and for their friends and family.
5. Attend to administrative functions relating to the role, including the provision of reports in line with WIO policies and procedures.
6. Other activities as negotiated.

Selection Criteria

1. Relevant tertiary qualifications (Diploma level or above) or extensive experience, expertise and competence gained through previous appointments and experience.
2. Demonstrated understanding of the lived experience of Lesbian, Gay, Bisexual, Transgender and gender diverse, Intersex and Asexual (LGBTIQA+) Tasmanians and their families, friends, carers and communities, including those impacting people in rural and remote communities.
3. Experience in and/or understanding of health and wellbeing service systems in Tasmania, such as mental health, family violence, aged care, housing, alcohol and other drugs, youth, and community health as well as gender affirmation pathways (or the ability to quickly acquire this knowledge).
4. Experience in the provision of support, information, and referrals, via a variety of mediums (in person, phone, online) using strengths-based affirmative practice, trauma-informed, person-centred and harm minimisation approaches.
5. Experience facilitating peer support groups providing and using strengths-based approaches.
6. Demonstrated IT, time management and organisational skills.
7. High level of written, verbal, interpersonal and skills.
8. Capacity to work both autonomously and as part of a team, and to maintain one's own self-care.

Conditions of employment

1. Terms and conditions of employment will be based on the SCHADS Award Tasmania.
2. The WIO Code of Conduct reflects and informs the mission, strategic direction and policies of WIO and is based on the organisation's key values. The code of conduct specifies the standards of behaviour expected of all WIO staff with the aim of nurturing a positive workplace culture. All staff must preserve confidentiality of any information from the organisation's documents, verbal communication, or from any other source which relate to the organisation's business, staff or service users.
3. The successful applicant will need to provide a current National Police check (less than 3 years old) and evidence of Tasmanian Working with Vulnerable People registration.

Registration of interest/application

Please submit your interest and relevant details/qualifications via our casual employment register: [LGBTIQA+ Peer Navigator - Casual Employment Register – Fill out form](#)

Cultural fit

The successful applicant must alignment with the mission, vision and values of Working It Out (see pages following).

Our Culture

At Working It Out our aim is to welcome and engage with all those who access the service. We recognise that the culture of the organisation is integral to its success as a community owned and driven provider.

Respect strengths, capacity and uniqueness

- We acknowledge, celebrate, hear and affirm all people's unique experiences and knowledges from the first point of contact with Working It Out
- We respect the unique qualities of our staff and what their lived experience adds to Working It Out as a whole
- We believe in, and work with, people's innate strengths, capacities and experiences
- We acknowledge that what it means to be LGBTIQ+ has and is changing, affected by theoretical trends, political, social, cultural and environmental change and context
- We are mindful of our use of language and the power of language to include or exclude

Work collaboratively for systemic change

- We resist 'us/them' and 'expert/client' mentalities across all aspects of our work
- We seek to work collaboratively with all people who engage with Working It Out
- We support people to locate struggles within social structures and systems, not within the individual
- We challenge systems and structures in a careful and strategic way that aims for long-term change
- We see service-users as fellow community members, not 'cases'
- We see people accessing professional learning as experts in their field seeking support to provide inclusive services
- We see parents, partners and families as people who know their child, sibling or partner and who generally want the best for them
- We have been, and remain committed, to being part of collective social and systemic change
- We are mindful and critical of our power and the relationships of power that we are implicated within
- We are committed to providing support and engaging with people and communities in a way that is consistent across our organisation, reflective of our shared values
- We respect the role of mainstream clinical and case-management services, Government departments and educational institutions.

Work within the Tasmanian context

- We provide interactive, supportive and engaging learning opportunities within the Tasmanian context
- We provide short-term, strengths-based, non-clinical support to LGBTIQ+ people, their friends and families
- We provide support to LGBTIQ+ people that is not accessible through mainstream services and supports
- We provide professional learning programs in inclusive service delivery which are not otherwise available

- We are proud of our reputation and are committed to maintaining it
- We respect that Tasmania is comprised of many population groups, with diverse needs, desires and histories
- We respect the Tasmanian context and its complexity, while recognising that we are also part of it, and subject to its unique characteristics, issues and histories

Respect and learn from our history

- We respect our LGBTIQ+ community elders, their experiences and their contributions
- We respect that how we work is a result of why and how the organisation was founded, and 20+ years working in the Tasmanian context
- We continue as a government funded organisation, valued because of the way that we work, which is specific and unique
- As an organisation, we have survived by working strategically and remaining focused on long-term change over short-term political outcomes

Respect our capacity and limitations, while remaining focused on the future

- We are open to change but acknowledge that organisational change must be measured and ongoing
- We respect that we cannot be all things to all people, and that the need will always be greater than what our resources allow us to do
- We are committed to ensuring that our work and the organisation is sustainable over the long-term
- We will continue to advocate for increased resources and where possible, seek out additional avenues of funding, within our capacity
- We acknowledge that our core services (support and education) and the funding to do this provide the foundation of everything that we do
- We support service users around LGBTIQ+ identity(s) and experience. If service-users are negotiating issues such as housing, Centrelink/welfare, medical issues, mental health services, legal advice, financial issues, we provide basic referral to mainstream supports, while continuing to support them negotiate things related to LGBTIQ+ identity and experience. Where these complexities do arise, we locate these within social structures and systems, rather than individual deficits.
- Our policy and practices should be congruent with our organisational culture, ethos and values - if not, we want to know about it and discuss it as an organisation, while recognising that some values/practices remain fundamental to our organisation and the way we work