|  |  |  |
| --- | --- | --- |
| Title of Position | | Classification |
| **Peer Support Volunteer** | | **Volunteer** |
| Occupant: | **<full name>** | |

**Job Specification**

|  |
| --- |
| **Key Purpose of the role:** |
| Meeting with transgender, gender diverse and gender-questioning individuals, their support persons, carers, or partners/family members face-to-face or by phone   * Demonstrate values and attitudes towards gender diversity, sexuality and intersex identity which are consistent with SHINE SA’s Strategic Directions, policies and core values * Providing information and resources, local service/referral information, as well as compassionate listening skills and emotional support * Providing support to facilitate groups both at SHINE SA and in conjunction with other service providers * To utilise lived experience to inform practice and support clients of the Gender Wellbeing Service |

|  |  |
| --- | --- |
| **Key Relationships/Interactions:** | |
| **Internal** | * Member of SHINE SA Gender Wellbeing Program * Accountable to the Peer Support Coordinator and Mental Health Clinician * Works in partnership with the Director of Clinical and Counselling Services * Works under the supervision of the Peer Support Coordinator of the Gender Wellbeing Service * Works in partnership with all SHINE SA staff if required |
| **External** | * No external functions unless negotiated with a Supervisor |

|  |
| --- |
| **Work Health & Safety (WHS) Responsibilities/Duties** |
| Individual/worker responsibilities:  * Responsible for reporting all incidents or ‘near misses’ that are witnessed * Responsible for reporting for work in a fit and healthy state to commence duties * Responsible for not putting self and others at risk as a result of your action, or inaction * Adhere to all WHS policies and procedures during the course of your work |

**Key Results Areas**

|  |  |  |
| --- | --- | --- |
| **Key Result Areas** | **Key Tasks** | **Performance/Standard Measures** |
| Peer Support Volunteering | * Provides information and resources, local service/referral information, as well as compassionate listening skills and emotional support * Uses lived experience of being trans/gender diverse to support trans/gender diverse, gender questioning and non-binary clients and their supports one-on-one * Uses lived experience of being trans/gender diverse to inform community development and community consultations where appropriate * Uses pro-social modelling of positive behaviours and language in accordance with SHINE SA core values and policies * Shares lived experience where appropriate and beneficial for the client | * Undertakes all activities in a professional and confidential manner * Provides respectful support to clients of the service * Demonstrates initiative and problem solving skills |
| Peer support | * Group work | * Co-facilitates or supports appropriate group work developed by SHINE SA, and in conjunction with other services. |
| Maintains high standards of professionalism | * Attends all relevant training and induction sessions before meeting with any clients of the service * Provides a DCSI clearance as facilitated by SHINE SA Human Resources prior to working with clients * Attends specialist ad hoc training when available to Peer Volunteers * Maintains professional boundaries with clients at all times, including:- the reporting of any conflicts of interest and client safety issues to the Coordinator/Supervisor; non-disclosure of personal information unless relevant to the conversation and of benefit to the experience of the client * Completes CHIS forms to record service data for each session * Attends team meetings | * Volunteering within the guidelines of SHINE SA policies and procedures * Current DCSI clearance * Attend core training * Reporting risks, concerns and conflicts of interest to Supervisor. * Giving CHIS forms to Supervisor for data entry. |

**Person Specification**

**Selection Criteria: Essential Minimum Requirements**

|  |
| --- |
| **Educational/Vocational Qualifications** |
| * No specific requirements |

|  |
| --- |
| **Personal Abilities/Aptitudes/Skills** |
| * An interest and passion to work with and support members of the transgender and gender diverse community in a non-judgmental and respectful manner * Ability to convey warmth, openness, empathy and concern for the wellbeing of clients and their families * Capacity and willingness to contribute to a supportive and productive team environment * Ability to apply a range of effective communication skills in providing information and support to members of the transgender, gender questioning and gender diverse individuals and community * Capacity to problem solve and manage conflict constructively * A stable grounding in handling personal interactions with other people |

|  |
| --- |
| **Experience** |
| * A lived transgender or gender diverse experience * Experience in supporting transgender, gender diverse and gender questioning clients or communities |

|  |
| --- |
| **Knowledge** |
| * Knowledge of and commitment to the principles of:   + Interculturalism   + Equal opportunity   + Work health and safety   + Effective consumer services   + Social justice and equity   + Reconciliation * Knowledge of Sexual Health issues * Understanding SHINE SA’s service delivery, professional practice and communities of interest * Government policy and program context and a commitment to the Strategic Directions of SHINE SA. |

**Selection Criteria: Desirable Characteristics**

|  |
| --- |
| **Educational/Vocational Qualifications** |
| * Peer work |

|  |
| --- |
| **Personal Abilities/Aptitudes/Skills** |
| * Compassionate listening skills * Empathy |

|  |
| --- |
| **Experience** |
| * Experience in service promotion * Experience in group work * Experience in community development |

|  |
| --- |
| **Knowledge** |
| * Knowledge of the major health and social issues that impact on transgender and gender diverse people * Knowledge and understanding of the key government and non-government agencies that provide services to transgender or gender diverse people |

|  |
| --- |
| **Job and Person Specification Approval** |
| |  |  |  |  | | --- | --- | --- | --- | | **Division Manager Signature & Date** | Director Clinical and Counselling Division |  | /    / | | Print Name | Helen Calabretto |  |  |  |  |  |  |  | | --- | --- | --- | --- | | **Employee Signature & Date** |  |  | /    / |  |  |  |  |  | | --- | --- | --- | --- | | Print Name |  |  |  | |

|  |
| --- |
| Email a copy of this job description to the:  **IT & Records Manager** |
| **Office Use Only** |
| |  |  |  |  | | --- | --- | --- | --- | |  | Personnel File |  | /    / | |