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

**Job Specification**

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| **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
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| **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
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| **External** | * No external functions unless negotiated with a Supervisor
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| **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
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**Key Results Areas**

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| **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
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| Peer support | * Group work
 | * Co-facilitates or supports appropriate group work developed by SHINE SA, and in conjunction with other services.
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| 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.
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**Person Specification**

**Selection Criteria: Essential Minimum Requirements**

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| **Educational/Vocational Qualifications** |
| * No specific requirements
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| **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
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| **Experience** |
| * A lived transgender or gender diverse experience
* Experience in supporting transgender, gender diverse and gender questioning clients or communities
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| **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.
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**Selection Criteria: Desirable Characteristics**

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| **Educational/Vocational Qualifications** |
| * Peer work
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| **Personal Abilities/Aptitudes/Skills**  |
| * Compassionate listening skills
* Empathy
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| **Experience** |
| * Experience in service promotion
* Experience in group work
* Experience in community development
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| **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
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| **Job and Person Specification Approval** |
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| **Division Manager Signature & Date** | Director Clinical and Counselling Division |  |    /    /    |
| Print Name | Helen Calabretto |  |  |

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| **Employee Signature & Date** |  |  |    /    /    |

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| Print Name |  |  |  |

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

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