

POSITION DESCRIPTION



Position Title: Peer Worker (Trans Mental Health and Wellbeing) Northern Rivers

Work Level: Operational

Reports To: Team Leader, Peer Work Services (Hunter)

Direct Reports: This position does not have any employees reporting into it

Position Overview

The Peer Worker (Trans Mental Health and Wellbeing) uses lived experience to guide the provision of peer navigation, peer support, mentoring and advocacy to trans community members. The position sits within and works closely with the broader ACON Client Services team to deliver trauma-informed, wholistic person-centred support to clients.

You will be required to use your experience openly, appropriately and effectively to build professional relationships with the people you support. You will be providing support to people living throughout NSW face-to-face in the ACON office and via telehealth.

Due to the nature of the role, you will be supporting individuals that are experiencing mental ill health, distress, suicidal ideation or suicidal crisis.

Main Activities

In this role, you will be expected to:

- ✓ Provide peer navigation, peer support, mentoring and advocacy to trans and gender diverse people, including people who are questioning their gender, and trans people who are experiencing mental ill health, present in distress or are experiencing a suicidal crisis.
- ✓ Use a strengths-based and person-led approach to help clients navigate to gender affirming care and support, and if required to support them to meet their recovery journey goals.
- ✓ Support clients to strengthen their self-management skills through self-directed and shared learning experiences.
- ✓ Work collaboratively with the broader clinical, non-clinical and health promotion teams within ACON to ensure that the broad psycho-social support needs of clients are being met.
- ✓ Maintain timely client records by documenting client work in ACON's electronic client record management system.
- ✓ Collect required client data to enable reporting to funders and service evaluation, including demographics, client outcome and client experience data.
- ✓ Conduct outreach support (as required) following ACON policies and procedures – this could include attending appointments or conducting home visits with clients to provide advocacy and support.
- ✓ Implement assigned activities from ACON's key strategic plans in line with other priorities, including the Reconciliation Action Plan, Multicultural Engagement Plan, and
- ✓ Champion the development and sustained implementation of diversity and inclusion initiatives within the workplace, actively promoting a culture that respects, celebrates and cultivates differences among staff and volunteers.
- ✓ Administer, support, train and evaluate volunteer workers, while ensuring they are properly onboarded and documented in accordance with relevant ACON policy & procedures.
- ✓ Perform other duties to assist with the work of the unit as requested by your supervisor (or designate).

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ACON offers Peer Workers regular line supervision, external peer supervision, professional development, staff meetings, networking with other peer workers and peer navigators within ACON and across the LGBTQ+ and mental health sectors, and other activities that promote skill-building and positive engagement as part of a team.

The role may involve some travel across regional NSW to build referral pathways and promote the service. It may also provide opportunity to facilitate group peer support for individuals.

Please be aware that this role involves working with trans people and people questioning their gender, who we know through statistics and anecdotally, experience high rates of psychological distress, suicidality and trauma. As such this role will involve working with people who:

- ✓ Are experiencing current suicidal thoughts or have recently made a suicide attempt.
- ✓ May be distressed.
- ✓ May have experienced trauma, e.g., child abuse, history of violence.
- ✓ May use substances at problematic levels or experience mental ill health.

Selection Criteria

Essential:

1. Ability to reflect thoughtfully upon one's personal lived experience of being trans or gender diverse, and an understanding of which elements may be common to other trans people, with the intention of providing peer navigation and peer support.
2. Personal lived experience of, and recovery from, psychological distress, mental ill health, and a willingness to share your story purposefully to support the mental health of others.
3. At least 6-months experience working in a peer position or volunteering with LGBTQ+ community members.
4. A strong commitment to, and good understanding of, trauma-informed recovery-based practice.
5. Work independently and collaboratively as part of a team, reporting back regularly so progress can be supported.
6. Well-developed verbal and written communication skills and demonstrated experience using Microsoft Office.

Desirable:

1. Certificate IV in Mental Health Peer Work/equivalent qualification.
2. Experience working collaboratively with allied health professionals.
3. Knowledge of mental health services and other community services in NSW.
4. Recommended vaccinations against illness that may adversely impact ACON's communities.