

Peer Support Officer: Straight Arrows

Characteristics of the position

This position operates under direction from the Manager Straight Arrows. The role of the Peer Support Officer is to provide dynamic, peer led programs, which foster the resilience and emotional, social and physical wellbeing of heterosexual men, all women and children living with HIV and their families. It is the role of the Peer Support Officer to support the health and wellbeing of members by creating an enabling environment in which individuals are empowered to realise their aspirations, meet their needs and participate fully in society.

The framework of this program is a combination of peer education, health promotion and community development. This role provides one on one peer support to members, including men and women, referrals, workshops, and peer based activities. Where there is a demonstrated need the Peer Support officer may facilitate the establishment of self-sustaining peer support groups. These tasks will be undertaken in consultation with the Manager Straight Arrows and in collaboration with other key service providers. The Peer Support Officer is also responsible for participating in project planning, development and evaluation. The incumbent is required to keep abreast of trends and changes in the HIV sector, emerging research, and other social and cultural developments in an endeavour to ensure ongoing effective messaging and engagement.

This position is required to work under general direction in functions that require the application of skills and knowledge appropriate to the work, with established guidelines and work procedures. The will be expected to contribute knowledge in establishing procedures in the appropriate work-related field. In addition, employees at this level may be required to supervise various functions within a work area or activities of a complex nature.

This position involves a range of work functions and will be required to provide specialist expertise or advice in their relevant discipline. Work at this level requires a sound knowledge of program, activity, operational policy and service aspects of health promotion, peer support and community development to specific communities.

This position requires skills in managing time, setting priorities, planning and organising their own work.

Position Details

Title:	Peer Support Officer
Classification:	Social and Community Services Employee Level 4
Organisation:	Living Positive Victoria
Work Location:	1/111 Coventry Street, Southbank, Victoria
Position Number:	PSO_LPV/SA
Employment Type:	Permanent Part-Time (.32 EFT or 12 hours a week)
Salary Range:	SCHADS Award - Level 4 (A salary packaging option is available)
Position reports to:	Manager Straight Arrows
Date of Creation	September 2016

Living Positive Victoria

Living Positive Victoria is a not for profit, community based organisation representing all people living with HIV in Victoria since 1988 and is committed to the advancement of human rights and wellbeing of all people living with HIV.

Living Positive Victoria works closely in partnership with a range of HIV-sector and other organisations to deliver a comprehensive and coordinated response to the needs of PLHIV in Victoria, nationally and internationally.

Our Vision

Living Positive Victoria shares the vision of the National Association of People with HIV Australia of a world where people living with HIV live their lives to their full potential, in good health and free from discrimination.

Our Mission

Living Positive Victoria is a community-based organisation that works to advance the human rights and wellbeing of people living with HIV.

Our mission is to enable and empower all people affected by and living with HIV in Victoria to be part of the response that seeks an end to the HIV epidemic.

Our Principles

Our organisation is founded on, and guided by, the following core principles:

Human rights

Living Positive Victoria rejects all forms of arbitrary discrimination against people living with HIV, and works towards the elimination of HIV stigma.

Health promotion

Living Positive Victoria is a health promotion organisation, enabling and empowering the health of people living with HIV by creating an environment in which individuals can realise their aspirations, meet their needs and participate in society.

PLHIV involvement and engagement

People living with HIV have a right to be directly involved in the response to HIV in Australia, as declared in the greater involvement and meaningful engagement of people living with HIV (UNAIDS GIPA/MIPA Principle). We provide leadership to the HIV response, informed by the experience of living with HIV.

Inclusion

Living Positive Victoria represents all people living with HIV in Victoria, regardless of gender, sexuality, age, disability, ethnic group or national origin. We work to unite all people living with HIV in our common cause.

Partnership

Living Positive Victoria works in many different partnerships with other organisations and individuals to advance the common goal of improving the lives of people living with and affected by HIV.

Excellence

Living Positive Victoria is a model employer and employs best practice in all that we do and values good governance, teamwork, integrity, ethics and innovation.

Evidence and evaluation

Evidence is used to guide decisions about interventions and Living Positive Victoria consistently evaluates the effectiveness of interventions in terms of their impact as advocated by the Victorian Public Health and Wellbeing Act 2008.

Diversity Statement

The Board, staff and volunteers of Living Positive Victoria are committed to equal opportunities and welcome the participation from appropriately qualified people from all sections of the community on its Board of Directors and among staff and volunteers.

We attach importance to the diversities of gender identification, age, sexuality, socio-economic background and those from culturally and linguistically diverse backgrounds and importantly the diversity of lived experiences of people living with HIV on the Board of Directors and among staff and volunteers

We are committed to the greater involvement of people living with HIV and welcome meaningful participation from HIV affected communities on our governance, staffing, volunteer and community structures.

Responsibilities

This position contributes to the operational objectives of Living Positive Victoria and includes the following:

- undertake activities which may require the employee to exercise judgment and/or contribute critical knowledge and skills where procedures are not clearly defined;
- perform duties of a specialised nature requiring the development of expertise over time or previous knowledge;
- identification of specific or desired performance outcomes;
- contribute to interpretation and administration of areas of work for which there are no clearly established procedures;
- expected to set outcomes and further develop work methods where general work procedures are not defined and could exercise judgment and contribute critical knowledge and skills where procedures are not clearly defined;
- although still under general direction, there is greater scope to contribute to the development of work methods and the setting of outcomes. However, these must be within the clear objectives of the organisation and within budgetary constraints;
- provide administrative support of a complex nature to senior employees;
- exercise responsibility for various functions within a work area;
- provide assistance on grant applications including basic research or collection of data;
- undertake a wide range of activities associated with program activity or service delivery;
- develop, control and administer a records management service for the receipt, custody, control, preservation and retrieval of records and related material;
- undertake computer operations requiring technical expertise and experience and may exercise initiative and judgment in the application of established procedures and practices;

Key Selection Criteria

Knowledge and Skills	
Verbal Communication	<ul style="list-style-type: none"> • Confidently conveys ideas and information in a clear and interesting way • Understands and meets the needs of target audiences- (the right information to the right people) • Welcomes constructive feedback • Sees things from other's points of view and confirms understanding
Organising and Planning	<ul style="list-style-type: none"> • Identifies processes, tasks and resources required to achieve a goal • Identifies more and less critical activities and operates accordingly, reviewing and adjusting as required

	<ul style="list-style-type: none"> • Develops and implements systems and procedures to guide work and track progress • Recognises barriers and finds effective ways to deal with them
Self Management	<ul style="list-style-type: none"> • Plans and prioritises work to ensure outcomes are achieved • Resists the temptation to react immediately without taking time to think things through • Uses strengths to contribute constructively and consciously manages the impact of own weaknesses • Anticipates own reactions to situations and prepares accordingly
Service Excellence	<ul style="list-style-type: none"> • Constantly looks for continuous improvement opportunities and ways to innovate, and encourages others to do the same • Takes responsibility for correcting problems promptly and without becoming defensive • Makes specific changes in work methods to improve outcomes, quality and timeliness of service • Monitors client and stakeholder satisfaction

Personal Qualities	
Empathy and Cultural Awareness	<ul style="list-style-type: none"> • Pays attention to words, expressions and body language • Paraphrases messages to check understanding • Shapes responses to individuals based on a range of information they have noted, and communicates well with, relates to and sees issues from the perspective of people from a diverse range of cultures and backgrounds
Client Focus	<ul style="list-style-type: none"> • Listens to clients • Actively seeks to meet client's needs • Seeks ways to improve services • Committed to delivering high quality outcomes for clients
Teamwork	<ul style="list-style-type: none"> • Cooperates and works well with others in the pursuit of team goals • Collaborates and shares information • Shows consideration, concern and respect for others' feelings and ideas • Accommodates and works well with the different working styles of others • Encourages resolution of conflict within group
Drive and Commitment	<ul style="list-style-type: none"> • Enthusiastic and committed • Demonstrates capacity for sustained effort and hard work • Sets high standards of performance for self and others • Enjoys a vigorous and dynamic work environment

The following are needed to perform the duties and responsibilities of this role:

Skills, knowledge, experience, qualification and/or training

- comprehensive knowledge of organisation policies and procedures;
- specialist skills exercised within major single function operation;
- specialist knowledge gained through experience, training or education;
- appreciation of the long term goals of the organisation;
- detailed knowledge of program activities and work practices relevant to the work area;
- knowledge of organisation structures and functions;
- comprehensive knowledge of requirements relevant to the discipline.

Prerequisites

- relevant degree with one year's relevant experience;
- associate diploma with relevant experience;
- lesser formal qualifications with substantial years of relevant experience; or
- attained through previous appointments, service and/or study, an equivalent level of expertise and experience to undertake a range of activities,

Organisational relationships

- works under general direction from Manager Straight Arrows; and
- may supervise other staff or volunteers

Extent of authority

- required to set outcomes within defined constraints;
- provides specialist technical advice;
- freedom to act governed by clear objectives and/or budget constraints which may involve the contribution of knowledge in establishing procedures within the clear objectives and/or budget constraints where there are no defined established practices;
- solutions to problems generally found in precedents, guidelines or instructions; and
- assistance usually available.

Send applications to executiveofficer@straightarrows.org.au or mail to Sara Graham, Executive Officer, Straight Arrows, 1/111 Coventry St, Southbank. For a confidential discussion about the role we encourage you to contact Sara Graham – Straight Arrows Manager on 03 9863 9414.

Applications close 12 December 2016.

Living Positive Victoria takes child safety very seriously have a zero tolerance approach to child harm.