

## Position Description: Peer Navigator

### Characteristics of the position

The Peer Navigator Program is a dynamic new program situated within Living Positive Victoria's suite of peer support services. The peer support service is staffed by a multi-disciplinary team of people who work together to provide care and support to people living with HIV (PLHIV) across Victoria. The goal of the Peer Navigator Program is to promote the health and well-being of all PLHIV in order to build an individual's capacity to self-manage their HIV, build their resilience and enjoy optimal health and wellbeing.

The primary role of the Peer Navigator is to provide individualised client-centred support for PLHIV who are newly diagnosed, re-engaging in care or have complex needs. This will require the delivery of interventions that promote treatment readiness, treatment adherence, retention in care and improved individual health outcomes. A further aim is to foster personal resilience, improved health literacy and emotional wellbeing.

The delivery of these interventions will involve one-on-one client engagement in high HIV caseload clinics and community settings, as well as the coordination and facilitation of peer led group workshops. The role will provide an individualised, outcome focused service that supports PLHIV in navigating the complexity of HIV healthcare and offers seamless care coordination with other Living Positive Victoria services and referrals to other services as required, under the supervision of the Manager Peer Support.

As a pilot program, the Peer Navigator Program will undergo rigorous monitoring and evaluation. The position will involve data collection and analysis, under the direction of senior staff and an external research organisation.

### Position Details

Title:	Peer Navigator
Classification:	Social and Community Services Employee Level 5
Organisation:	Living Positive Victoria
Work Location:	1/111 Coventry Street, Southbank, Victoria
Position Number:	PN_LPV
Employment Type:	Part-time, contract position for fixed term of 2 years with possibility of extension. EFT 0.6 (22.8 hours)
Salary Range:	SCHADS Award - Level 5 (A salary packaging option is available)
Position reports to:	Manager Peer Support
Date of Creation	January 2018

## Responsibilities

The successful candidate will:

- Be responsible for a delivering individualised, client centred peer support in high HIV caseload clinics and community settings.
- Maintain strict client confidentiality and privacy.
- Work with clients to support their health and wellbeing, taking a peer-to-peer approach. This may include interpreting clinical test results and attending appointments as requested.
- Identify and respond appropriately in crises.
- Encourage client engagement with social and support services, providing referrals as appropriate.
- Provide accurate advice to clients relating to contemporary HIV treatment and the role of treatment as prevention in the context of treatment, care and support of PLHIV.
- Promote and facilitate group workshops.
- Exercise a high level of interpersonal skills and professionalism in dealing with clients, Living Positive Victoria staff and volunteers, and other organisations.
- Provide reports on program activities and participate in monitoring and evaluation of the Peer Navigator Program, including recommendations.
- Participate in and contribute to regular internal and external meetings including but not limited to staff meetings, clinic meetings, and BBV and STI sector meetings, and training and professional development as required.
- Participate in and actively contribute to service planning activities as requested.

## Key Selection Criteria

<b>Knowledge and Skills</b>	
Verbal and Communication	<ul style="list-style-type: none"> <li>• Confidently conveys ideas and information in a clear and interesting way</li> <li>• Understands and meets the needs of target audiences- (the right information to the right people)</li> <li>• Uses audience feedback to refine communication and ensure communications are understood</li> <li>• Handles difficult and sensitive communications well</li> </ul>
Organising and Planning	<ul style="list-style-type: none"> <li>• Sets clearly defined objectives and priorities and operates accordingly, reviewing and adjusting as required</li> <li>• Identifies processes, tasks and resources required to achieve a goal</li> <li>• Establishes systems and procedures to guide work and track progress</li> <li>• Recognises actual and potential barriers and finds effective ways to deal with them</li> </ul>
Self-Management	<ul style="list-style-type: none"> <li>• Invites feedback on own behaviour and impact</li> <li>• Uses new knowledge or information about self to build a broader understanding of own behaviour and the impact it has on others</li> <li>• Understands strong emotional reactions and seeks ways to more effectively manage them</li> </ul>

Service Excellence	<ul style="list-style-type: none"> <li>• Identifies and responds to clients' underlying needs</li> <li>• Uses understanding of the client or stakeholder's organisational context to tailor services and ensure a high quality response</li> <li>• Looks beyond the obvious to provide outstanding levels of service</li> <li>• Constructively deals with service issues that arise in a timely manner</li> <li>• Effectively manages risks to service delivery</li> </ul>
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<b>Personal Qualities</b>	
Empathy and Cultural Awareness	<ul style="list-style-type: none"> <li>• Pays attention to words, expressions and body language</li> <li>• Paraphrases messages to check understanding</li> <li>• 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</li> </ul>
Client Focus	<ul style="list-style-type: none"> <li>• Listens to clients</li> <li>• Actively seeks to meet client's needs</li> <li>• Seeks ways to improve services</li> <li>• Committed to delivering high quality outcomes for clients</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• Cooperates and works well with others in the pursuit of team goals</li> <li>• Collaborates and shares information</li> <li>• Shows consideration, concern and respect for others' feelings and ideas</li> <li>• Accommodates and works well with the different working styles of others</li> <li>• Encourages resolution of conflict within group</li> </ul>
Relationship Building	<ul style="list-style-type: none"> <li>• Establishes and maintains relationships with people at all levels</li> <li>• Promotes harmony and consensus through diplomatic handling of disagreements</li> <li>• Forges useful partnerships with people across business areas, functions and organisations</li> <li>• Builds trust through consistent actions, values and communication</li> </ul>

The following criteria is required to perform the duties and responsibilities of this role:

### Skills, knowledge, experience, qualifications and/or training

- Specialist knowledge in peer support, social work, counselling or similar gained through experience, training or education;
- An understanding of and sensitivity to HIV related stigma;

- An understanding of the diversity of contemporary and historical lived experiences and identities of PLHIV;
- Knowledge of Living Positive Victoria's purpose and programs; and
- Comprehensive knowledge of requirements relevant to working in a community services organisation.

### Prerequisites

- HIV lived experience;
- Relevant degree with one year's relevant experience;
- associate diploma with two years' relevant experience;
- lesser formal qualifications with substantial years of relevant experience; or
- an equivalent level of expertise and experience attained through service and/or study.

Living Positive Victoria is a Child Safe organisation and has zero tolerance policy to child abuse.

Employment is subject to a Working with Children Check and a satisfactory National Police Check. The workers will complete it at their own expense.

### Organisational relationships

- Works under general direction from Manager Peer Support

### Extent of authority

Successful candidates are required to:

- Exercise a degree of autonomy;
- Control projects and/or programs; and
- Establish priorities and monitor work flow in areas of responsibility.

### Apply for this position

To apply for this position, please provide a cover letter, a written response to the Key Selection Criteria and your CV to Ms Suzy Malhotra, Interim Chief Executive Officer at [smalhotra@livingpositivevictoria.org.au](mailto:smalhotra@livingpositivevictoria.org.au). You can also mail your application to

Ms Suzy Malhotra  
Interim Chief Executive Officer  
1/111 Coventry St, Southbank, 3006

For a confidential discussion about the role contact Sara Graham – Manager Peer Support on 03 9863 9414.

**Applications close 5pm on Monday 26 February 2018**

## About 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 (NAPWA) of a world where people living with HIV live their lives to their full potential, in good health, and free from discrimination.

## Our Mission

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

We reject all forms of arbitrary discrimination against people living with HIV, and work towards the elimination of HIV stigma. We are guided and inspired by the Universal Declaration of Human Rights (1948), the NAPWA Declaration of Rights (2005) and the Convention on the Rights of Persons with Disabilities (2006).

### Health promotion

We are a health promotion organisation, seeking to advance the health of people living with HIV by creating an enabling environment in which individuals are empowered to realise their aspirations, meet their needs and participate in society. We are guided and inspired by the Ottawa Charter for Health Promotion (1986) and the Jakarta Declaration on Leading Health Promotion into the 21st Century (1997).

### Participation

We assert our right as people living with HIV to be directly involved in the response to HIV in Australia, as declared in the Denver Principles and the GIPA Declaration. We seek to provide leadership to the HIV response informed by the experience of living with HIV. We are guided and inspired by the Denver Principles (1983) and the GIPA Declaration (1994)

### Inclusion

We represent 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

We work in partnership with other organisations and individuals to advance our common agenda of improving the lives of people living with and affected by HIV.

## Excellence

We strive to be a model employer and to employ best practice in all that we do. We value good governance, teamwork, integrity, ethics and innovation.

### **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.