



<b>Position Title</b>	<b>Practice Lead – Family and Youth Programs</b>
<b>Accountable To</b>	<b>Executive Officer</b>
<b>Hours</b>	<b>This position is 0.8FTE (4 days per week)</b>
<b>Term of Contract</b>	<b>Fixed Term until 30<sup>th</sup> June 2025</b>
<b>Classification</b>	<b>SCHCADS Level 6.1, \$49.07 per hour.</b>
<b>Superannuation</b>	<b>As per the Superannuation Guarantee Act</b>
<b>Location</b>	<b>This position will be based in Melbourne, co-located at the Royal Children’s Hospital with some work from home flexibility.</b>
<b>Salary Packaging</b>	<b>Employees will have the ability to salary package.</b>
<b>Checks</b>	<b>Employment is contingent on a satisfactory Working with Children Check and a Police check.</b>

**About Transcend**

*Transcend Australia is based on the lands of the Kulin nations, always and forever the home of the Wurundjeri, Boonwurrung, Wathaurong, Taungurong and Djadjawurung peoples. We acknowledge that our work takes place on stolen lands and that sovereignty was never ceded. We pay our respects to Kulin Nation elders, past and present and wish to extend this respect to any and all Aboriginal and Torres Strait Islander People.*

Transcend Australia Ltd (Transcend) is a not-for-profit charity whose purpose is to improve and celebrate the lives of TGDNB young people and their families by providing opportunities for peer support, the provision of information and resources, and advocating for change to services and systems.

One of the primary aims of Transcend is to support families, parents, and carers to navigate the mental health and health system for transgender, gender diverse and non-binary (TGDNB) children, young people and their families. In addition, we offer support to families in securing fair, respectful and inclusive outcomes for their children across of range of social and institutional settings that intersect with their lives.



## **About the role of Practice Lead – Family and Youth Services**

Reporting to the Executive Officer, the Practice Lead - Family and Youth Programs will have a pivotal role in our growing organisation. Leading a team of volunteers, you will oversee the operations of family and youth support programs.

The successful applicant will take the lead on service model design and improvement, to ensure that the growing number of Transcend families receive timely, accurate, empathetic support as they navigate through their journey as parents of transgender and gender diverse youth.

This role will work closely with our clinical partners, including the Royal Children's Hospital Gender Service, Orygen Youth Mental Health and the Monash Gender Clinic. This role will also collaborate closely with our community partners, including Transgender Victoria and other community based gender services with the aim to support the strengthening of the peer based workforce within clinical settings.

### **The successful candidate**

You have demonstrated experience to be successful in this role having either undertaken a similar role or have been working towards taking the next step in your career into a leadership role.

You will have a background, ideally from the health or mental health sector, that demonstrates your strong quality and risk management skills. You have experience with direct client engagement and service delivery and can support your team to develop these skills. You will have experience in working with families, children and young people.

Ideally you have experience with volunteers or have skills that demonstrate that you can undertake training, supervision and mentoring to volunteer parent peer navigators.

You are comfortable with program design, co-facilitation of group programs, stakeholder management and service system implementation and reporting.

### **About you**

- Demonstrated clinical experience working with families, children and young people.
- Experience in supervising staff or volunteers in a service delivery setting.
- Demonstrated experience working with marginalised communities in the community sector.
- Highly developed verbal and written communication skills.
- Ability to professionally represent an organisation at service network meetings.
- Demonstrated awareness of the role of families in helping TGDNB children and young people live affirming and productive lives.
- Capacity to respond sensitively and strategically to matters related to the health, welfare, inclusion, and safety of TGDNB children and young people.

## Purpose of the role

To establish and manage innovative and quality family and youth support programs, including the development of a model care, practice toolkits, assessment frameworks, policies and procedures. The role will also involve case allocation and ongoing support to volunteer parent Peer Navigators. The Practice Lead - Family and Youth Programs will oversee a range of service programs, including individualised telehealth support, online group support and an emerging in person support program. The role will also encompass strategic programmatic support to the Executive Officer and collaborative support with our clinical partners.

Transcend Australia is in an exciting period of growth with enormous opportunity to support families, parents and carers of TGDNB children and young people across Australia. The Practice Lead - Family and Youth Programs will be instrumental in Transcend's success as the role will be central to driving positive health outcomes for families and their TGDNB children and young people. The Practice Lead - Family and Youth Programs will be responsible for ensuring that our services are compliant with the relevant Australian regulations and standards.

## Key duties and responsibilities:

- Development and co-design of Transcend Australia's family and youth support programs and model of care, including comprehensive client pathways and practice toolkits for volunteer parent Peer Navigators.
- Provide ongoing supervision and support to volunteer parent Peer Navigators and guide them through continuous practice improvement and learning.
- Develop frameworks for Transcend Australia to support families to develop clear goals and achieve outcomes in the best interests of TGDNB children and young people.
- Support Transcend Australia to improve client experiences with the use of digital solutions for service registration, appointment bookings and accessible support programs.
- Develop good working relationships with sector partners and represent Transcend Australia at relevant clinical and health service network meetings, including service improvement projects where Transcend is a key partner.
- Inform, guide and support the development of helpful resources for families of TGDNB children and young people.
- Oversee clinical reporting, such as critical incident management systems and other relevant risk and incident reporting mechanisms.
- Provide leadership through the development of new programs and practice initiatives and translate these into practice.
- Monitor the performance of volunteer Peer Navigators to ensure duties are performed in a safe and professional manner.
- Contribute to the design of capacity building and training programs for internal and external stakeholders.
- Meet the requirements of the program in terms of targets, data collection and reporting.
- Perform direct client engagement as required.

## KEY SELECTION CRITERIA

<b>ESSENTIAL</b>	<ul style="list-style-type: none"><li>• A tertiary qualification in social work, psychology, counselling or a relevant human service area.</li><li>• Demonstrated experience working with and using evidence-informed practice models with families, children and young people.</li><li>• Demonstrated experience in supervising volunteers in a service delivery setting or working with people of lived experience in a service delivery setting.</li></ul>
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	<ul style="list-style-type: none"> <li>• Demonstrated experience with practice innovation and contribution to the development of a model of care or practice development toolkits.</li> <li>• Demonstrated understanding of risk assessment frameworks, including family and intimate partner violence, suicide prevention and mental health.</li> <li>• High level verbal and written communication skills with the ability to write reports.</li> <li>• An understanding of the needs and priorities of TGDNB young people and their families.</li> <li>• Demonstrated experience in working in outcome focussed programs with evaluation frameworks.</li> <li>• Demonstrated experience working with marginalised communities in the community sector.</li> </ul>
<b>DESIRABLE</b>	<ul style="list-style-type: none"> <li>• Lived experience as a TGDNB person or as a parent/carer of a TGDNB young person or child is highly desired.</li> <li>• Previous experience working with TGDNB communities and/or families of TGDNB people.</li> <li>• Victorian Drivers License.</li> </ul>

**How to Apply:**

Please ensure you read the full Position Description for the role of Practice Lead – Family and Youth Services.

Applicants will need to submit their resume and a response to the key selection criteria.

Please send your applications to [recruitment@transcend.org.au](mailto:recruitment@transcend.org.au)

For more information, please contact the Executive Officer, Jeremy Wiggins on 0484 299 885.

Applications close: 9am, Monday 25<sup>th</sup> July, 2022

*Transcend Australia is an Equal Opportunity Employer and encourages trans, gender diverse and non-binary communities and their parents/carers to apply. We especially welcome applications from people who are Aboriginal and/or Torres Strait Islander; sexually diverse; intersex; disabled; carers; living with HIV; culturally and linguistically diverse (CALD); People of Colour and People of Faith*