

POSITION DESCRIPTION

Position Title:	LGBTIQA+ Peer Navigator
Business Unit/Department:	Best Experience
Division:	Diversity, Equity & Inclusion
Award/Agreement:	Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Classification:	Community Development Worker – Class 2B
Reports To:	Operations Manager – Best Experience
Direct Reports:	Nil
Date Prepared/Updated:	10 November 2025

Position Purpose

The LGBTIQA+ Peer Navigator will work in the Best Experience Division as part of the Gender, Sex and Sexuality Liaison Service. The role provides peer support, guidance, and advocacy for staff and consumers of diverse sexualities and genders, promoting safe, inclusive, and responsive healthcare experiences across Western Health.

The LGBTIQA+ Peer Navigator will work collaboratively with teams and programs across Western Health, particularly custodial health, the Women's and Children's division and Best Experience division, to promote safe and responsive service for LGBTIQA+ people accessing health care. The role will primarily focus on supporting the development of inclusive service practices and providing peer support and navigation for consumers from LGBTIQA+ communities accessing health care.

This role will suit someone with LGBTIQA+ lived experience, particularly those with experience or understanding of the impacts of intersectional identities; including Aboriginal and Torres Strait Islander, disability or neurodiversity, and/or diverse cultural or racial identities.

As a member of the lived and living experience workforce (LLEW), the LGBTIQA+ Peer Navigator will contribute to the support and development of the lived and living experience workforces through connection and collaboration with other LLEW where required.

The LGBTIQA+ Peer Navigator will be required to travel between Western Health sites, including the Dame Phylis Frost Centre.

Business Unit Overview

The Best Experience division provides organisational leadership and services to embed an equity and inclusion lens within the day-to-day services and culture of Western Health. The division leads work on the Best Experience Framework 2024-28 and related action plans, in partnership with the People and Culture Best Experience team.

Our Vision

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The Best Experience Services are:

Wilim Berrbang – Aboriginal Health Unit

- Provide support to and advocacy on behalf of First Nations consumers, as requested by consumers themselves.
- Provide culturally specific secondary consultation to clinicians.
- Support service improvement activities with a First Nations self-determination lens
- Drive improvements and delivery of the Aboriginal Cultural Safety Plan

Consumer and Lived Experience Partnerships team

- Oversees consumer advisor recruitment, training, support, and engagement.
- Trains and guides staff on best practice consumer engagement strategies to improve quality, safety, and health outcomes.
- Builds partnerships with local communities/organisations to ensure diverse consumer voices.
- Leads Western Health's response to NSQHS Standard: *Partnering with Consumers*.
- Includes our Lived Experience Advisor workforce

Disability Liaison Service

- Provides disability-specific support for patient navigation and reasonable adjustments.
- Offers secondary clinical consultation and expert advice.
- Advocates on systemic barriers to access
- Drive service improvements aligned with the Disability and Neurodiversity Action and Inclusion Plan
- Delivers education and training on disability inclusion.

Gender, Sex and Sexuality Liaison Service

- Provides clinical and peer support for consumers of diverse sexualities and genders.
- Offers peer support for the workforce.
- Drives service improvements aligned with the Health and Wellbeing Equality Index and our Gender Equality Action Plan
- Builds workforce capacity in LGBTIQ+ affirming practice.

Key Responsibilities

Consumer Support and Navigation:

- Assist and support LGBTIQ+ consumers through peer support, advocacy and guidance throughout their engagement with Western Health including inpatient, outpatient, custodial and maternity services.
- Assist with referrals to internal and external services for consumers.
- Assist in the planning, implementation and evaluation of health promotion strategies, with focus on the LGBTIQ+ community
- Work in liaison with the Best Experience Clinicians and Wilim Berrbang, Best Experience division more generally.

Cultural and Psychological Safety:

- Provide information, and strategies to staff about the most effective ways of working in partnership with LGBTIQ+ consumers and families
- Contribute and participate in the organisation of significant events for staff, consumers and stakeholders (such as IDAHOBIT and Pride March)

Peer Support and Mentorship:

- Build supportive, empathetic relationships with LGBTIQ+ consumers especially in the context of high referral numbers for transgender and gender diverse (TGD) individuals seeking guidance.
- Offer empathetic and non-judgmental listening to help individuals share their experiences and concerns.
- Where relevant and appropriate, share personal insights and stories to inspire and guide individuals through their gender journey.
- Provide encouragement and validation, fostering a positive and safe environment for self-exploration.
- Connect individuals to appropriate services and resources.

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- Contribute to a culturally safe, respectful, and inclusive environment for all LGBTIQ+ participants.

Group Facilitation:

- Participate in and facilitate where appropriate, non-clinical peer support groups for consumers and staff focused on community connection, wellbeing, and shared lived experience.
- Develop engaging group activities and discussion topics that promote inclusion and safety.

Community Engagement and Program Development:

- Contribute to strategies that engage LGBTIQ+ and TGD communities across the Western Health catchment.
- Engage with local community groups, services, and networks to promote inclusion and connection.

Information and Resource Dissemination:

- Stay updated on issues, resources, and support services relevant to LGBTIQ+ communities.
- Share relevant information and resources to help individuals access affirming healthcare, counselling, educational opportunities, and legal support.

Self-Care and Well-being:

- Prioritise self-care to maintain emotional and mental well-being while navigating the challenges of the role.
- Seek supervision and support when necessary to process challenging experiences.
- Engage in professional development opportunities to enhance knowledge and skills relevant to the position.

General:

- Demonstrate a commitment to the patient 'Charter of Healthcare Rights'
- Comply with the expected scope of the role and standards of performance in the role as described by the relevant professional bodies/industry standards
- Hold accountability for own actions and seek guidance and support from appropriate employees when limited by own skills and experience
- Comply with confidentiality obligations with regard to consumers and colleagues
- Comply with all Western Health policies and procedures
- Demonstrate open and effective communication (verbal, non-verbal, written and electronic) with consumers, other staff and service providers
- Develop and maintain working relationships with relevant community organisations and stakeholders.
- Attend and participate at relevant team/service meetings
- Contribute to a culture that promotes effective teamwork, encourages cohesion and ensures staff feel valued and contributions are acknowledged
- Professionally represent Western Health at external forum and events.
- Participate and represent the service (in consultation with senior staff) at relevant committees, working groups and meetings as requested.
- Contribute to monitoring service delivery and measuring outcomes, for instance reporting to Department of Health and WH Aboriginal Health Steering Committee.
- Support with ensuring key performance indicators (KPIs) and program milestones are achieved by undertaking regular data collection activities including monthly inputting of statistics
- Assist with development and evaluation of procedures and guidelines
- Participate in planning for services for the team

In addition to the key responsibilities specific to your role, you are required to deliver on the [WH AH Capability Framework](#) and the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

Key Working Relationships

Internal:

- Director Best Experience
- Operations Manager, Best Experience

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- Best Experience Clinicians
- Best Experience staff, including training team
- Wilim Berrbang
- Director of Nursing and Midwifery
- Custodial Health team
- Nurse/Midwife Unit Managers
- Gender, Sex and Sexuality Advisory Committee
- Other Western Health teams and staff as required
- Consumer Advisor Network

External:

- Consumers and their family/carers
- Community based services and stakeholders
- Department of Health
- Department of Families, Fairness and Housing
- LGBTIQA+ community organisations
- Local Councils
- Department of Justice & Community Safety, including Justice Health
- Corrections Victoria

Selection Criteria

Essential:

- To have completed or plan to complete the IAP2 community engagement course (or equivalent)
- Commitment to the Western Health values of Compassion, Accountability, Respect, Excellence, and Safety.
- An excellent understanding of LGBTIQA+ health issues, inequity and the community-based services that seek to improve this
- Demonstrated commitment and capability to make a positive difference in LGBTIQA+ health and wellbeing.
- The ability to work as a member of a team with a range of community and professional groups.
- Highly developed interpersonal, written and electronic communication skills
- Ability to work autonomously within a variety of settings.
- Ability to engage with LGBTIQA+ communities and other diverse communities.
- Computer Literacy.
- Current Drivers Licence.
- Current Victorian Working with Children Check

Desirable:

- Lived experience as a person from LGBTIQA+ communities
- Experience in the area relevant to the position
- Appropriate recognised qualification such as peer support qual or community development

Additional Requirements

All employees are required to:

- Obtain a police/criminal history check prior to employment
- Obtain a working with children check prior to employment (if requested)
- Obtain an Immunisation Health Clearance prior to employment
- Report to management any criminal charges or convictions you receive during the course of your employment
- Comply with relevant Western Health clinical and administrative policies and guidelines.
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures
- Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health

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- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Western Health
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information, the Family Violence and Child Information Sharing Schemes, Part 5A and 6A Family Violence Protection Act 2008, Safe Patient Care Act 2015, Mental Health & Wellbeing Act 2023
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines
- Work at any of the Western Health sites as directed, in accordance with business and organisational demands and priorities.

General Information

- Redeployment to other services within Western Health may be required
- Employment terms and conditions are provided according to relevant award/agreement
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- Western Health is committed to Gender Equity
- Western Health provides support to all personnel experiencing family and domestic violence
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Western Health is a smoke free environment

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Employee's Name: _____

Employee's Signature: _____ Date: _____

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