Evaluation Recommendation-Implementation Consultant- EOI

1. **About QLife**

QLife provides Australia-wide anonymous, LGBTIQ+ peer support and referral for people wanting to talk about a range of issues including sexuality, identity, gender, bodies, feelings or relationships. QLife services are free and include both telephone and webchat support, delivered by trained LGBTIQ+ community members across the country. Our services are for LGBTIQ+ individuals, their friends and families, and health professionals in Australia.

The LGBTIQ+ Health Australia is the contract holder and works in collaboration with four state-based partner organisations who deliver the services. Each of the partner organisations has a long history of providing counselling and support within their local LGBTIQ+ communities. The QLife partner organisations are; Diverse Voices in Qld, Living Proud in WA, Switchboard in Vic, and Twenty10 (incorporating GLCS) in NSW. The most significant partnership within QLife is that with the many volunteers across the country, without these passionate volunteers QLife would be unable to continue to provide this essential service to our LGBTI communities.

Both the telephone and webchat operate from 3pm – midnight every day and QLife is funded by the Australian Government.

1. **About the Evaluation**

LGBTIQ+ Health Australia (LHA) conducted an evaluation completed in October 2021 for the period June 2019-June 2021 this was provided to the Department of Social Services and contains a number of key recommendations related to service improvement, particularly in relation to improving data input, and liaising with partner sites to develop an improved practice model that responds to the needs of service users, partner sites, and peer supporters.   
  
The purposes of the evaluation, as agreed between the evaluator and LGBTIQ+ Health Australia, were to:

1. Ensure accountability to the project donor and provide data, analysis and recommendations that can help to inform any future QLife contracts (primary intended users: National LGBTIQ+ Health Australia and Australian Commonwealth Government)
2. Enable National LGBTIQ+ Health Australia and its QLife partners to critically reflect on the past two years of QLife and to identify lessons for future service improvement (primary intended users: National LGBTIQ+ Health Australia plus Diverse Voices, Living Proud, Switchboard, and Twenty10)
3. **Role Responsibilities**

This role holds responsibility for the implementation of the evaluation recommendations which includes liaising with partner sites and LHA to ensure an effective implementation process, supporting LHA with updating practice frameworks within the context of the evaluation, and supporting the development of a new model by gathering feedback from all stakeholders. This role includes not only providing consultation on this to LHA, but also in development, writing, and supporting the administration of changes.

**4. Selection Criteria**

*The selection criteria for the successful applicants include:*

* A detailed knowledge of Digital mental health service delivery
* Expertise in liaising with service delivery funders and stakeholders
* Excellent collaboration and engagement skills with partner agencies
* Ability to undertake work related to the evaluation recommendations including advising on areas to be updated by relevant staff.
* Experience in re-tender process for government funded mental health services

Applicants wishing to submit an Expression of Interest are required to include the following:

* Your name and contact details
* Curriculum Vitae
* Outline your qualifications and experience relative to working collaboratively in mental health service system
* Identify any knowledge you may have relative to the practice delivery of Teleweb services
* Outline any previous experience relative to the implementation or evaluation recommendations
* Outline any experience or identification working with LGBTIQ+ services

1. **Applications**

Please submit your Expressions of Interest and a project proposal including methodologies you would employ to undertake this task by 15th Dec to Amelia Trinick, Manager-Mental Health and Suicide Prevention.

1. **Contact**

For further information contact Amelia Trinick [amelia.trinick@lgbtiqhealth.org.au](mailto:amelia.trinick@lgbtiqhealth.org.au) or phone 0428 121 105