

## Position description

Title of the role:	Suicide Prevention Peer Coordinator
Classification:	SCHADS Level 3B
Schedule:	B
Program Area:	Targeted Regional Initiatives for Suicide Prevention (TRISP)
Location:	QLD - Multiple Locations
Reports to:	Team Leader
Last Revised:	July 2024

## About Wellways

Wellways Australia is a leading not-for-profit organisation dedicated to ensuring all Australians lead active and fulfilling lives in their community. We work with individuals, families and the community to help them imagine and achieve better lives. We advocate for change to make sure people can access the best possible care and information when they need it. We provide a wide range of services and assistance for people of all ages with mental health issues, disabilities, and those requiring community care.

Wellways is an equal opportunity employer that offers generous salary packaging and opportunities to undertake professional training and development. People with lived experience, Aboriginal and Torres Strait Islander people, and people from culturally and linguistically diverse backgrounds bring highly valued skills to our workforce.

## Our Values

### Honesty:

- We are open and sincere in all interactions
- We show compassion and consideration to all our stakeholders
- We take responsibility for our actions

### Acceptance:

- We champion and respect all voices and choices
- We accept people no matter how complex their needs
- We see the person, the family and the community

### Fairness:

- We believe everyone has the right to equal opportunities
- We challenge social injustice and advocate for change
- We collaborate to solve problems

### Commitment:

- We are committed to our work and we won't give up
- We have the courage to make decisions and are accountable for our actions
- We dare to go down new roads and challenge accepted wisdom

## Participation:

We promote participation and transform lives and communities

We value the expertise and contribution of everyone we work with

We build knowledge and lead conversations

## Our approach to service delivery

Our recovery services are guided by our values and informed by our Well Together Model. This approach means we work at 3 levels, with the individual, with their families and friends and with the community. Well Together recognises that developing skills, building confidence and strengthening relationships will help people to recover and to live independently. The model provides an evidence-based approach to create individually tailored, effective recovery support packages. Wellways assists individuals to develop the capacity to manage their own wellbeing, equip family and friends with information and skills, and engage community members in support networks.



## Advocacy Services

We have a strong advocacy program, informed by the lived experience of people with mental health issues or disability, their families and friends. Members of Wellways play a vital role in developing our advocacy platform. We advocate for systemic change that will create better conditions and improved opportunities across the range of services and supports we offer, including people and their families living with mental health and / or disabilities, and carers.

All our recovery services and advocacy programs:

- Support and create opportunities for recovery
- Value cultural diversity
- Value peer participation and leadership (participant and carer)
- Are underpinned by evidence-based best practice

## Position Summary

The Mental Health, Alcohol and Other Drugs, and Suicide Prevention (MHAODSP) service aims to deliver comprehensive, integrated, and person-centred care across the CCQ region (Central Queensland, Wide Bay, Sunshine Coast). It addresses service gaps for the 'missing middle' by enhancing accessibility and integrating primary mental health care, psychosocial support, and early intervention. Through a hub and spoke model, specialised resources and coordination are centralised, while local spokes ensure community-based service delivery. This approach promotes holistic wellbeing by considering broader determinants of health, fostering collaboration among providers, and ensuring a sustainable, adaptable service responsive to community needs.

The consortium, led by EACH, includes eight partners: Central Queensland Indigenous Development, Flourish Australia, Gympie Women's Health Centre, Open Minds Australia, Queensland Injectors Health Network, REFOCUS Aboriginal and Torres Strait Islander Services, Stride Mental Health, and Wellways Australia. This diverse coalition enhances service delivery through comprehensive, community-focused care.

Wellways, recognises the unique contribution that Peers offer in the delivery of support services to improve community health and wellbeing. Peers offer an expertise that cannot be developed through study; it is their experience of supporting a loved one with a mental health issue and/or suicidal crisis or attempt, and their path of recovery, that informs their values, beliefs and expertise in the development of programs that meet the needs of community.

At the heart of peer support is the desire to instil hope, encourage self-belief and determination, help people to find purpose and meaning in all that they do and importantly, empower people to explore the paths towards recovery that they feel are best for them. Peer support workers can inspire hope and demonstrate the possibility of recovery through respect and shared responsibility. Peer Support is focused on health and recovery rather than illness and disability, and the essence of peer work is not what kind of service is provided, but who provides it and how.

The TRISP program will deliver a peer led prevention model that is trauma informed, non-clinical and outreach based, aimed at engaging and supporting people in priority populations by building the capacity of those they connect with to reduce the risk of suicide. This program will provide and coordinate suicide prevention training and awareness raising initiatives to key family, friends, workplaces, community and sporting groups in the community, building knowledge on how to help recognise increased distress and facilitate pathways to support for people who are at risk of suicide. This service will value add to existing initiatives and facilitate the development of suicide prevention community actions plans empowering communities to develop integrated and coordinated responses when a person is a suicide risk or when someone has died by suicide.

The TRISP Suicide Prevention Peer Coordinators will focus on building connection and support coordination for people in distress, utilising community engagement principles and shared resources, expanding referral pathways and promoting education and training to strengthen and integrate community responses to distress and suicidality.

Refer to **Attachment 1** for a reference to the overall Wellways organisation structure.

## Responsibilities

Key Functions	Key Performance Indicators
<b>Support Coordination</b> (Engagement and coordination of suicide prevention in the community)	<ul style="list-style-type: none"> <li>• Ability to work independently and seek advice from the Team Leader or other Wellways or MHAODSP consortia employee members</li> <li>• Building effective connection points for people who present in distress/express suicidal ideation and support them to warmly transfer/be referred to support services where required</li> <li>• Works in partnership with relevant government and non-government service providers and community groups to support the development of localised solutions to help create suicide safer communities, based on evidence and best practice</li> <li>• Develop strong partnerships across the regions to enable integrated and coordinated, systems-based approaches to suicide prevention.</li> <li>• Develop and maintain stakeholder and community relationships to support suicide prevention initiatives, education and activities.</li> <li>• Facilitate inclusive engagement activities and co-design processes with diverse stakeholders including individuals with lived experience of suicide and Aboriginal and Torres Strait Islander populations.</li> <li>• Support people in distress to access appropriate supports</li> <li>• Participating in the development and delivery of community education in relation to wellbeing and suicide prevention and support</li> <li>• Ensure that all operational and administrative requirements are met including regular reporting requirements and records maintenance</li> <li>• Maintain safe work practices and a safe and healthy environment in accordance with occupational health and safety policies and legislation</li> </ul>
<b>Community &amp; Resource Development</b>	<ul style="list-style-type: none"> <li>• Drive and support community-led suicide awareness activities that build community capacity, support families and help create practical resources.</li> <li>• Train identified community gatekeepers using evidence-based and culturally safe training packages</li> <li>• Provide guidance on collective impact and system-based approaches to suicide prevention, to stakeholders and communities.</li> <li>• Support communities to develop sustainable, community led initiatives that are developed through collective action.</li> <li>• Support the development of local gatekeeper networks to support information sharing, peer support and local initiatives.</li> </ul>

<b>Team effectiveness and personal and professional development</b>	<ul style="list-style-type: none"> <li>• Co-operating with all team members in order to ensure continuity of care and the provision of an exceptional service offer</li> <li>• Actively participating in team meetings, service planning sessions, group supervision to support continuous improvement Ability to respond to feedback and reflect on practice</li> <li>• Work collaboratively with colleagues in an environment that values collaboration, co-operation and mutual support.</li> <li>• Promote the program and Wellways in accordance with our vision, mission and values.</li> <li>• Participate in ongoing training and development</li> <li>• Actively participate in Suicide Prevention Community of Practice</li> <li>• Openly share resources, best practice, and ideas with colleagues and peers</li> </ul>
<b>Lived Experience participation</b> Engage in ongoing consultation with participants, carers and other relevant parties	This will be achieved through: <ul style="list-style-type: none"> <li>• Engaging individuals with lived experience in the planning, delivery, development, monitoring and evaluation of services</li> <li>• Through a lived experience lens, regularly review the ways in which services are provided to ensure the program is service aligned with community and stakeholder expectations</li> <li>• Providing services in a culturally competent manner for participants and families from Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse (CALD) backgrounds</li> </ul>
<b>Knowledge</b>	Knowledge of personal, family and social groups associated with suicidal ideation and attempts, including with groups identified to be at increased risk of suicide or experiencing a suicidal crisis; Knowledge of current trends and practices in suicide prevention training and education <ul style="list-style-type: none"> <li>• Knowledge of State and Commonwealth Policy relating to suicide prevention, intervention and postvention</li> <li>• Understanding of the Lifespan Model</li> <li>• Good understanding of Community Development principles and Social and Emotional Wellbeing Frameworks</li> </ul> Good understanding of recovery principles and/or strengths-based principles
<b>Evaluation &amp; Reporting</b>	Willingness to support and undertake evaluation of community initiatives, training and activities to help support continuous improvement of activities.

## Essential Requirements, Knowledge, Experience and Skills

<b>Qualifications &amp; Essential Requirements</b>	<ul style="list-style-type: none"> <li>• Lived experience of suicidality or suicide bereavement</li> <li>• Knowledge of suicide prevention, mental health and other social service sectors or willingness to develop that knowledge</li> <li>• Experience with data collection and reporting, including the ethical handling of data.</li> <li>• Non-judgmental, supportive attitude and ability to listen to community needs</li> <li>• Highly organised and able to prioritise</li> <li>• Ability to remain calm in a crisis situation</li> <li>• Current valid Driver's Licence and the ability to undertake significant travel for the role including overnight stays in rural locations.</li> <li>• Appropriate IT skills, including knowledge of, and experience with Microsoft Office Suite.</li> <li>• Working With Children Check</li> <li>• Right to Work within Australia</li> <li>• Satisfactory Police Records Check</li> </ul> <p>Desirable:</p> <ul style="list-style-type: none"> <li>• Experience in Community Development and/or Suicide Prevention.</li> <li>• Experience with program planning, development, coordination and delivery.</li> <li>• Demonstrated experience and or transferable skills/ knowledge in working with people who have experienced suicidality or bereavement</li> <li>• Relevant qualifications or commensurate experience in working in the mental health or community services sector, generally Certificate IV qualification (Health/Mental Health, &amp;/OR Diploma/Certificate IV in Mental Health Peer Work)</li> </ul>
<b>Technical Knowledge and Experience</b>	<ul style="list-style-type: none"> <li>• Experience in managing projects in community/community development context.</li> <li>• Experience in working with people who may have been impacted by suicide or experiencing social/emotional wellbeing concerns.</li> <li>• Prior experience in developing important community and stakeholder relationships with a focus on mental health and/or suicide prevention.</li> <li>• Experience consulting and working collaboratively with communities and other stakeholders.</li> <li>• Experience in the delivery of community development, education and capacity building initiatives.</li> </ul>

<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience in managing projects in community/community development context.</li> <li>• Experience in working with people who may have been impacted by suicide or experiencing social/emotional wellbeing concerns.</li> <li>• Prior experience in developing important community and stakeholder relationships with a focus on mental health and/or suicide prevention.</li> <li>• Experience consulting and working collaboratively with communities and other stakeholders.</li> <li>• Experience in the delivery of community development, education and capacity building initiatives.</li> </ul>
<b>Technical Knowledge and Experience</b>	<ul style="list-style-type: none"> <li>• Have an understanding of contemporary suicide prevention frameworks and policy, in particular, the Black Dog Institute Lifespan Framework.</li> <li>• Being an accredited Deadly Thinking/ASIST/Safe Talk Trainer is desirable.</li> <li>• Preferred Cert IV in training and assessment</li> <li>• Knowledge of collective impact and system-based approaches.</li> <li>• Comprehensive knowledge of personal, family and social groups associated with suicidal ideation and attempts, including with groups identified to be at increased risk of suicide or experiencing a suicidal crisis.</li> <li>• Knowledge of current trends and practices in educational and community development suicide prevention work.</li> <li>• Knowledge and understanding of suicide prevention sector within both local, state and national context.</li> <li>• Knowledge of key organisations/peak bodies in the suicide prevention and mental health sector.</li> </ul>

<p><b>Skills</b></p>	<p><b>Communication:</b></p> <ul style="list-style-type: none"> <li>• Effective communication skills with people from a variety of backgrounds, including regional and remote, Aboriginal and Torres Strait Islander, LGBTQI+ and CALD communities.</li> <li>• Ability to build strong community networks utilising a grass roots approach.</li> <li>• Highly effective communication skills, especially in relation to mental health and suicide prevention safe messaging.</li> <li>• Ability to liaise with external partners and stakeholders including GP's, local businesses and other relevant NGOs and Government organisations.</li> <li>• Highly developed verbal and written skills, including the ability to community action plans and contribute to evaluation reports and documents</li> </ul> <p><b>Interpersonal:</b></p> <ul style="list-style-type: none"> <li>• Demonstrated empathy and treats all people with dignity and respect.</li> <li>• Ability to build and maintain working relationships with various levels of organisations, including Wellways</li> <li>• Able to work in partnership with individuals from trauma informed perspective, their families and friends, as well as other members of staff and external stakeholders such as clinicians and primary health care providers and people with lived experience.</li> <li>• Able to work in an inclusive manner incorporating community and stakeholder feedback.</li> <li>• Strong empathy and ability to work from strengths based, hope and recovery-based frameworks.</li> </ul> <p><b>Organising and Planning:</b></p> <ul style="list-style-type: none"> <li>• Ability to be able to project plan, manage bookings, schedule meetings and trainings.</li> <li>• Demonstrated ability to be able to actively market and promote suicide prevention activities and trainings.</li> <li>• Accurately upload data and reports to the appropriate database or other system, within specified timeframes.</li> <li>• Accurately record information as it relates to the program.</li> <li>• Prioritise processes, tasks and resources required to achieve goals, and then implement them to achieve the required outcomes.</li> </ul> <p><b>Self-Management:</b></p> <ul style="list-style-type: none"> <li>• Understanding of, and adherence to, professional ethics and boundaries.</li> <li>• Demonstrate self-reflective practice, able to identify areas for further professional or personal development, as well as actively participate in regular supervision.</li> <li>• Ability to work alone, off site and independently.</li> </ul>
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	<b>Information Technology:</b> <ul style="list-style-type: none"><li>• Competent in Microsoft Office Suite</li></ul>
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## Additional Information

This position description may be modified from time to time to reflect organisational changes. Any changes will be discussed and agreed with the incumbent.

Financial Delegation: As per delegation schedule

People – Number of Directs: 0

Travel Percentage: As required

On Call: n/a

## Attachment 1

