

Position description

Title of the role:	Community Engagement Worker
Program Area:	Mental Health Programs - Suicide Prevention
Location:	Townsville and surrounds
Classification:	SCHADS – Schedule B Level 3
Last Revised:	March 2025

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 with mental health issues, disabilities, youth and older Australians and those requiring community care.

Wellways is an equal opportunity employer that offers generous salary packaging and opportunities to undertake professional training and development. Aboriginal and Torres Strait Islander people, and people from culturally and linguistically diverse backgrounds are encouraged to apply.

Our Values

Honesty:

- We are open and sincere in all interaction
- We show care 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 a fair go
- 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

Recovery Services

Our recovery services are guided by our values and informed by our Community Recovery Model. This approach to Recovery means we work at 3 levels, with the individual, with their families and friends and with the community. Wellways' Community Recovery Model 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 a mental illness, 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 for people with a mental illness and their families.

All our recovery services and advocacy programs:

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

Position Summary

The primary purpose of the Community Engagement Worker is to assist with the delivery of the Suicide Prevention Community Action Plan (SPCAP) work across Townsville region. Suicide Prevention Community Action Planning includes and supports those with lived experience to help inform and guide a systems-based approach to suicide prevention. Applying contemporary suicide prevention frameworks and policy, including, the Black Dog Institute LifeSpan Framework, to facilitate the development, implementation and review of a shared vision of activities for each community in relation to suicide prevention priorities.

Utilising a collective impact approach, the SPCAPs assist in raising awareness about mental health and suicide prevention across the region and seek to reduce the number of people experiencing significant distress and suicide attempts/deaths in the community.

The Community Engagement Worker will:

- Work closely with the Suicide Prevention Community Development Coordinator for the region and with the whole SPCAP team
- Assist to raise awareness of suicide prevention activities among key members of local communities, or community 'gatekeepers', who may come into contact with people in mental distress
- Provide information regarding available suicide prevention skills training and resources to members of local communities or communities 'gatekeepers'
- Play a key role in updating the SPCAP website and social media page for the region
- Assisting with and participating in SPCAP event planning including community events, forums and workshops
- Increase the likelihood that those at risk of suicide come into contact with community 'gatekeepers' and are subsequently referred to appropriate mental health services and/or supports
- Assist in the collection and analysis of data related to suicide prevention initiatives, including feedback from participants, community members and key stakeholders

Refer to Attachment 1 for a reference to the overall Wellways organisation structure and for the relationship lines in context of the role.

Responsibilities

Key Functions	Key Performance Indicators
Stakeholder Engagement Working with the wider community and key stakeholders	• Develop strong partnerships across the region to enable a coordinated systems-based approach to suicide prevention • Help develop and maintain stakeholder and community relationships to support suicide prevention initiatives, education and awareness activities • Support local gatekeeper networks to encourage information sharing and collaboration • Help to 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 • Assist in facilitating rural and remote initiatives through engagement with a range of communities and stakeholders • Support co-design by valuing lived experience and working collaboratively with consumer and carer stakeholder groups • Support and participate in SPCAP stakeholder meetings across the region • Preparing key documentation and capturing local information to support the SPCAP work and engagement activities
Quality Drive and support the overall effectiveness of the program ensuring that services reflect Wellways values, best evidence-based practice, demonstrate innovation, are evaluated and are accountable to funding bodies	• Ensure all documentation is provided to manager in a timely manner • Ensure familiarity with the expected standards of performance in the role and actively contribute to own personal development. • Ensure the service approach incorporates contemporary suicide prevention frameworks and policy, including, the Black Dog Institute LifeSpan Framework • Complete all mandatory training by the due date.
Team Effectiveness Working as an active member of the team to ensure the achievement of program goals and the application of best practice frameworks.	This will include: • Working as part of the team on the basis of an ethos of collaboration, co-operation and mutual support • Support for, and on-going development of, an environment based on shared accountability and effective knowledge sharing • Co-operating with all team members in order to ensure the provision of an exceptional service • Actively participating in team meetings and service planning sessions

Essential Requirements, Knowledge, Experience and Skills

Qualifications & Essential Requirements	• Relevant qualifications or commensurate experience in working in the mental health or community services sector, generally Certificate IV or Diploma qualification (Health/Mental Health) • Non-judgmental, supportive attitude and ability to listen to community needs • Ability to remain calm in a crisis situation • Current valid Driver's License and the ability to undertake travel for the role • Appropriate IT skills, including sound knowledge of, and experience with Microsoft Excel • Working with Children's Check • Right to Work within Australia • Satisfactory Police Records Check • NDIS Screening Check Desirable: • Experience in Community Development and/or Suicide Prevention. • Experience with program planning, development, coordination and delivery. • Demonstrated experience and or transferable skills/ knowledge in working with people who have experienced suicidality or bereavement
Knowledge and Experience	• Experience of consulting and working collaboratively with communities and other stakeholders. Including people who may have been impacted by suicide or social emotional wellbeing concerns • Prior experience in developing community and stakeholder relationships with a focus on mental health and/or suicide prevention • Experience in the delivery of Community Engagement, education and capacity building initiatives • Have an understanding of contemporary suicide prevention frameworks and strategies, in particular, the Black Dog Institute Lifespan Model, The National Suicide Prevention Strategy and The National Aboriginal and Torres Strait Islander Suicide Prevention Strategy • Ability to provide a culturally competent service appropriate to the needs of people from diverse backgrounds, including people from Culturally and Linguistically Diverse backgrounds • Keen interest in research and ability to disseminate learnings • Knowledge of collective impact and system-based approaches to suicide prevention • Knowledge of key organisations/peak bodies in the suicide prevention and mental health sector

Skills	Communication: • Effective communication skills with people from a variety of backgrounds, including regional and remote, Aboriginal and Torres Strait Islander and CALD communities • Well developed verbal and written skills, including the ability to develop reports and measure and evaluate data • Ability to build strong community networks utilising grass root approaches • Highly developed communication skills in relation to mental health and suicide prevention safe and recovery focused messages • Ability to liaise with external partners and stakeholders including GP's, local businesses, other relevant NGOs and Government organisations Interpersonal: • Demonstrated empathy and treats all people with dignity and respect • Able to work in partnership with individuals from a 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 • Able to work in an inclusive manner incorporating community and stakeholder feedback • Strong empathy and ability to work from strengths based, hope and recover-based frameworks Organising and Planning: • Ability to be able to support project planning, manage bookings, schedule and promote trainings and suicide prevention activities • Highly organised and able to prioritise competing demands • Accurately upload data and reports to the appropriate databases or other systems, within specified timeframes • Accurately record information as it relates to the program • Prioritise processes, tasks and resources required to achieve goals, and then implement them to achieve the required outcomes Self-Management: • Understanding of, and adherence to, professional ethics and boundaries • Demonstrate self-reflective practice, able to identify areas for further professional or personal development, as well as actively participate in regular supervision • Ability to work alone, off site and independently • Ability to travel across the region with some overnight stays (where required)
---------------	--

	Information Technology: - Competent in Microsoft Office Suite, particularly Microsoft Excel - Ability to develop, implement and maintain data collection processes
--	--

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: N/A

Travel Percentage: As required

On Call: N/A

Special Requirements: N/A

