



# Position Description

## Aftercare Coordinator

Wesley LifeForce Aftercare

Wesley Suicide Prevention Services

### Agreement

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Signed-Manager

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Signed-Employee

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Date

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Date

**Do all the good you can**  
because every life matters



# Aftercare Coordinator

Wesley LifeForce

## 1 Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in Word and deed. Our vision is to:

“Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can”.

Out of Christian love and compassion we are driven by Christlike servanthood, unfailing integrity and courageous commitment.

The organisational plan is based on four key result areas, namely:

- our clients
- our people
- our operations
- our financials.

Our position descriptions and performance plans are aligned with these four key result areas.

## 2 Overview of Wesley LifeForce Aftercare

Since starting the first Lifeline Service in 1963, and then the Wesley LifeForce movement in 1995, Wesley Mission has long been a leader in empowering communities to be resourced, educated and empowered to prevent suicide. Wesley LifeForce Aftercare is a new initiative currently being piloted by Wesley Mission in the Coffs Harbour region. This self-funded initiative aims to provide quality, assertive and rapid support to individuals who are experiencing suicidal distress and present to emergency departments at hospitals. Through a variety of non-clinical, clinical and flexible community-based supports, the program works in partnership with individuals and their families to connect with services and the broader community to enhance wellbeing and reduce suicide.

## 3 Overview of role

The Aftercare Coordinator is a critical leadership role which will oversee the implementation, delivery and continual refinement of the Wesley LifeForce Aftercare Service pilot program. As a clinically trained and experienced Aftercare specialist, the Aftercare Coordinator will have skills in suicide prevention, grief and loss, crisis support and trauma informed practise frameworks. The role will work alongside individuals and their families to achieve their wellness goals and reduce suicidality. Whilst pre-dominantly assisting clients through coordinating and facilitating connections within the community, the Aftercare coordinator will be required to undertake client assessments, co-facilitate support groups for people impacted by suicide and carry a small caseload of clinically supported clients. As the program grows and expands, this leadership role will oversee a small team community peer workers and other program staff.

## 4 Relationships

Reports to: Group Manager, Wesley LifeForce

Manages: Community Peer Workers, Project Coordinators and other relevant program staff.

Liaise with: Other Wesley Mission staff, e.g. Wesley LifeForce Training; Wesley LifeForce Networks; Lifeline Sydney & Sutherland, Mental Health & Resilience Program, Wesley Training Central Unit; and other Wesley Mission teams, volunteers, networks, committees and Boards.

## 5 Major role responsibilities

<p>Oversee Aftercare Pilot Program Service Delivery, Implementation and Evaluation</p>	<ul style="list-style-type: none"> <li>• Contribute to the Strategic direction and planning of the Wesley LifeForce Aftercare approach</li> <li>• Build inbound and outbound referral pathways with Coffs Harbour District Hospitals, primary and tertiary health centres, community mental health teams, National Suicide Trial Site stakeholders, local service providers and community stakeholders</li> <li>• Manage incoming referrals and prioritise client intake through a needs assessment</li> <li>• Support an average of 15 people at a time who have been impacted by a suicide attempt, self-harm or suicide ideation</li> <li>• Provide clinical support to up to 5 clients at any one time, should no other clinical service be suitably available</li> <li>• Co-create individual Safety Plans with clients</li> <li>• Co-create individual Community Connection Plans with clients to ensure they are linked into a range of mainstream, community and specialist supports and have an informal network</li> <li>• Provide one-on-one support to clients for 10 – 14 weeks, with at least six support sessions and weekly check-ins</li> <li>• Raise awareness of the program within the community</li> <li>• Support administration of and co-facilitate a support group for people affected by suicide in Coffs Harbour</li> <li>• Undertake assessments and maintain data capture</li> <li>• Work collaboratively and in partnership with evaluators to obtain required data and do performance analysis</li> <li>• Manage relationships with funders and other key partners as directed</li> </ul>
<p>Partnership Management</p>	<ul style="list-style-type: none"> <li>• Work in partnership with Wesley Mission management, NSW Health, North Coast Primary Health Network and other identified internal and external partners as delegated.</li> <li>• Manage internal and external relationships with funders to ensure the longevity and sustainability of the program</li> <li>• Travel as requested to attend meetings or present at conferences, complete stakeholder engagement, validation, compliance and relationship management functions as requested by the Group Manager, Wesley Lifeforce</li> </ul>
<p>Continuous Improvement and Quality</p>	<ul style="list-style-type: none"> <li>• Support a culture of continuous quality improvement by establishing data capture systems and processes.</li> <li>• Record, review and respond to compliments and complaints within the intent of Wesley Missions Vision and Values</li> </ul>
<p>Customer Service</p>	<ul style="list-style-type: none"> <li>• Engage with clients, students, stakeholders, employers, staff and customers as required to maximise their positive Wesley Mission experience.</li> </ul>
<p>Other Duties</p>	<ul style="list-style-type: none"> <li>• Perform other duties consistent with the functions of your role and as directed by your supervisor</li> </ul>

## 6 Other Professional Responsibilities

<p>Values Driven Service Culture</p>	<ul style="list-style-type: none"> <li>• Proactively support a positive service culture across all service areas and provide leadership that is supportive, non-judgemental and reflective of Wesley Mission's values</li> <li>• Meet monthly with your Wesley Mission supervisor, and as directed with your external registration board approved supervisor to ensure cultural competence, individual accountabilities, attitudes and targets are being achieved.</li> </ul>
<p>Positive Stakeholder Relationships</p>	<ul style="list-style-type: none"> <li>• Work with other internal and external partners and specialists, other staff and teams across Wesley Mission in Word and Deed areas as well as the wider work of the Uniting Church as required.</li> <li>• Attend significant social events and formal business meetings of Wesley Mission and prepare reports for the Wesley Mission Board and other executive committees as required.</li> <li>• Seek to attend internal stakeholder events annually as requested such as: Staff Dedication Service; Staff Thanksgiving Service; Volunteer Appreciation Activities; Annual General Meeting or other events with consultation.</li> </ul>
<p>Financial Accountability &amp; Sustainability</p>	<ul style="list-style-type: none"> <li>• Assist Management to contribute to the KPI management process and ensure that the outcomes result in continuous improvement within all programs and services.</li> <li>• Encourage staff to implement environmentally positive work practices</li> </ul>
<p>Effective WH&amp;S &amp; Risk Management</p>	<ul style="list-style-type: none"> <li>• Be appropriately responsible under the Work, Health and Safety legislation for the health and safety of persons for whom you are responsible, including the reporting of hazards and injuries and compliance with all site procedures</li> <li>• Promote the understanding and acceptance of policies and procedures addressing the requirements of Equal Employment Opportunity, Anti-Discrimination, Affirmative Action and Occupational Health and Safety</li> <li>• Ensure that risk management principles are exercised; registers are maintained; risk are renewed quarterly; costs for risk mitigation strategies are included in business plans and budgets, and incidents of high or material risk are reported immediately to your line manager, Group Manager, Village Manager, Group Executive Manager, Superintendent and Senior Manager responsible for risk</li> </ul>
<p>Validated Compliance Standards</p>	<ul style="list-style-type: none"> <li>• Ensure all service delivery has evidence of standards and monitoring in place to meet compliance and performance requirements of relevant governance regulations, industry codes associated with service accreditation and external audits, as well as Wesley Mission internal audits on policy and procedure implementation.</li> </ul>

- Participate at least annually in the Mission's Personal Review and Development Process

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## 7 Relationships

### Manages:

Community Peer Workers, Project Coordinators & other program staff.

### Reporting to:

Group Manager, Wesley Lifeforce

### Key Management Relationships:

Operations Manager, Wesley Training, General Manager, Health Conferences and Education.

North Coast Primary Health Network, NSW Ministry of Health and funders.

Work in partnership with Wesley Hospitals and Wesley Lifeforce staff, systems and processes.

### Key Networking Relationships:

Executive Management, Operations Managers and other portfolio areas.

Wesley Mission teams, Committees, Networks and Boards as appropriate.

Other relevant organisations outside Wesley Mission e.g. Uniting Church, government departments, service providers, industry organisations and key stakeholders.

## 8 Selection criteria

To be successful in this position, candidates must possess the following:

### **Demonstrated behaviours**

- willingness to affirm Wesley Mission's vision, mission and values and enthusiastically advocate our Word and deed ministry
- demonstrated ability to work unsupervised as well as an effective team player with a positive can-do attitude
- relates well to a range of people with sound listening and problem-solving skills
- displays emotional maturity and resilience.

### **Essential skills/knowledge**

- Degree in Social Work or Psychology and have membership or be eligible for membership within the regulatory body of their relevant discipline
- Demonstrated experience managing suicide prevention and/or mental health programs, including the line management of staff
- Trained and experienced aftercare specialist with skills in suicide, grief and loss, crisis support, trauma and stakeholder engagement
- Knowledge of mental health and intervention options as it relates to people experiencing suicidal distress and/or mental health, inclusive of skills in counselling practices and methods
- Proven ability to engage and develop effective relationships with government and community stakeholders
- Demonstrated ability to achieve program outcomes and key performance indicators

- Demonstrated ability to manage conflicting priorities within a high stress environment
- Demonstrated ability to seek supervision and assistance when negotiating complex and unprecedented tasks.
- A firm understanding of WH&S;
- A current Australian drivers licence
- Have high level office computer skills, including the use of Microsoft Office.

**Desirable**

- Experience delivering mental health training
- Experience working within a complex case management environment