

# Position Description

<b>Position Title:</b>	Project Officer, Suicide Prevention Illawarra Shoalhaven
<b>Responsible to:</b>	Program Manager, Suicide Prevention SE NSW
<b>Responsible for:</b>	N/A
<b>Location:</b>	Office locations – Wollongong or Nowra
<b>Status:</b>	Full time and a willingness to work after hours as required
<b>Hours:</b>	38 hours per week
<b>Salary Range:</b>	\$75,000 – \$80,000 plus superannuation and benefits
<b>Conditions:</b>	National Employment Standards Employment Contract Company policies and procedures
<b>Remuneration &amp; Benefits:</b>	Base salary plus superannuation at statutory rate Salary packaging up to \$15,900 per annum Professional development opportunities Flexible work practices
<b>Probity Checks:</b>	Reference Checks National Criminal Record Check Qualifications / Certifications required for position
<b>Level of Delegation:</b>	As outlined in Delegations Policy

## Organisational Context

The successful applicant for the position will be employed by COORDINARE to support the work of the Illawarra Shoalhaven Suicide Prevention Collaborative. The following provides a brief overview of the work of both entities.

### [Illawarra Shoalhaven Suicide Prevention Collaborative](#) (*'The Collaborative'*)

The Collaborative was founded on the common ambition of multiple government and non-government agencies to reduce the impact of suicide in the Illawarra Shoalhaven region. The Collaborative now consists of representatives from more than 40 significant organisations across health, education, community, local media, police, ambulance, employment agencies, Aboriginal organisations, local councils, and transport, as well as lived experience advocates.

#### **The Collaborative aims to reduce the impact of suicide by:**

- improving the supports available to people at risk of suicide as well as improving people's experience of those supports
- encouraging systems change through collaboration
- ensuring that suicide prevention efforts are effective

Using an evidence-based approach to suicide prevention, the Collaborative aims to build a culture where, rather than working in silos, people and organisations are committed to playing their role as part of a community.

### [COORDINARE - Primary Health Network for South Eastern NSW](#)

COORDINARE is the led Primary Health Network for South Eastern NSW supporting primary care in the region to be person centred, safe and high quality, comprehensive; population orientated; coordination across all parts of the health system. COORDINARE provides a unique blend of private and public perspectives and innovative thinking which aims to ultimately transform the health of people in the region.

COORDINARE has adopted a business model that is data-driven, using clinical expertise and consumer feedback, to determine local needs and design initiatives that improve health outcomes, achieve better patient experiences, enhance provider satisfaction and deliver value for money. Using population health data, working closely with our GP-led Clinical Councils, our Community Advisory Committee and through our strategic alliances with the Local Health Districts, we set clear local priorities as well as identify strategies to implement the national priorities locally.

COORDINARE will work at four levels within the health system to achieve person centred care:

- 1. Involving consumers** in decision-making both at an individual level – around people’s own health, treatments and illness-management and at an organisational level – around policy development, service design, delivery and evaluation.
- 2. Supporting general practice** as the cornerstone of primary care
- 3. Working within local communities** to ensure services improve outcomes for at-risk, high needs groups
- 4. Building system enablers and designing service improvements** to optimise pathways for patients and coordinate their care.

#### **Purpose**

The Project Officer will provide support for day-to-day operations associated with the [Illawarra Shoalhaven Suicide Prevention Collaborative](#) (ISSPC) including supporting the planning, implementation and evaluation of suicide prevention activities. This role is a member of the COORDINARE Suicide Prevention team.

#### **Decision Making**

Decisions regarding the overall direction and progress of the Collaborative are made in consultation with members of the ISSPC Executive and the relevant subject matter experts for the nominated activity. The decision-making process required for the ISSPC is outlined in its Terms of Reference.

The Collaborative strives to work in a way consistent with the ‘Four Counter-Intuitive Principles of Network Leadership’ (see <https://scholarworks.gvsu.edu/cgi/viewcontent.cgi?article=1009&context=tfr> for more information). These principles are central to the culture of the Collaborative and are an example of its commitment to not just implementing evidence-based interventions, but also adopting an evidence-based way of working.

More information about the work of the Collaborative can be found at <https://www.suicidepreventioncollaborative.org.au/>

#### **Key Accountabilities**

- Coordinate key project activities including organising meetings and events, collecting and analysing data, arranging training, ensuring continuous effective communication, etc.
- Assist with the development and implementation of internal communications to ensure Collaborative members have ready access to information and resources (e.g. SharePoint sites, Teams channels, e-newsletters).
- Assist with the development and coordination of content, editing, publication and distribution of various communications (e.g. report cards, flyers, factsheets, reports, etc.).
- Assist with maintaining, updating and enhancing the Suicide Prevention Collaborative's website, and social media channels, including generating and sourcing content.
- Assist with the implementation of key campaigns or projects including the purchase of media, coordination of artwork, and printing and distribution of promotional materials.
- Manage enquiries via phone and email with a positive customer service approach, using due discretion, applying interpersonal and problem-solving skills to negotiate appropriate outcomes for those supported, and ensuring confidential and sensitive matters are treated appropriately.
- Build relationships and support a diverse range of stakeholders across the Collaborative.
- Report regularly on progress to the Project Manager, Program Manager, and the Collaborative Executive.

- Undertake other duties as required and directed by the Program Manager.

#### **Key Relationships**

- Internal – Project Manager Suicide Prevention Illawarra Shoalhaven; Program Manager Suicide Prevention SE NSW; Project Manager for Suicide Prevention Southern NSW; Manager Population Health Information;; Health Coordination Consultants; Director Engagement and Coordination; Communications team.
- External – members of the Illawarra Shoalhaven Suicide Prevention Collaborative including ISLHD staff; people with lived experience of suicide; emergency services (e.g., Police, Ambulance); Aboriginal and Torres Strait Islander representatives; Local Government; Non-Government Organisations; health professionals/groups identified as relevant; local businesses; and members of the community.

#### **Key Challenges**

- Ensuring members of the Illawarra Shoalhaven Suicide Prevention Collaborative are provided with sufficient support to enable them to achieve outcomes regarding suicide prevention within desired timeframes.
- Completing the work required to a high standard in the time allocated, and meeting deadlines in a high volume and complex work environment.
- Maintaining personal resilience and commitment to outcomes whilst contributing to the complex, emotive issue of suicide prevention.
- Maintaining the openness to learning and unlearning that underpins effective collaboration, and building effective collaborative working relationships.

#### **Key Outcomes**

- Successful implementation of actions position is responsible for in line with agreed time frames and outcome measures.

#### **Selection Criteria**

Essential:

1. Excellent organisational and problem-solving skills including the ability to prioritise work, manage multiple tasks and competing priorities, negotiate solutions, and meet deadlines,
2. Demonstrated high level verbal and written communication skills including excellent attention to detail,
3. Very good interpersonal skills and ability to work effectively in a team,
4. Excellent computer skills including proficiency in MS Office applications and willingness and ability to learn new computer applications,
5. Demonstrated capacity to receive constructive criticism and listen to diverse perspectives and experiences to learn,
6. Demonstrated ability to work with limited supervision, exercise judgment and take initiative to decisions within the context of the role whilst recognising the importance of maintaining open lines of communication and escalating issues as required,
7. Awareness of contemporary issues relating to suicide prevention within Australia and the personal resilience required to undertake suicide prevention work,
8. Personal qualities include alignment with the values of the organisation, and a commitment to working according to the principles of the Collaborative.

Desirable:

9. Relevant tertiary qualifications and demonstrated knowledge and experience of one or more of the following; mental health service delivery, social work, psychology, community development, care coordination,
10. Identify as a person with lived experience of recovering from suicide risk, bereaved by suicide, or caring for someone who is or has been suicidal,
11. Current NSW driver's licence and a willingness to travel as part of this role.

