

## Position description

Title of role:	Suicide Prevention Services Manager
Classification:	SCHADS NSW
Schedule:	Schedule B Level 6
Program Area:	Mental Health Programs – Suicide Prevention
Location:	Murrumbidgee Local Health District
Reports to:	Regional Manager
Last Revised:	May 2023

---

## 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 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 build their wellbeing and to live independently. The model provides an evidence-based approach to create individually tailored, effective 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 services and advocacy programs:

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

## Position Summary

The Suicide Prevention Services Manager will manage the day to day operations of the Suicide Prevention Programs within the Murrumbidgee region. This will include overseeing the operations of the following programs;

- The Way Back Support Service – a program designed to support continuity of care by providing non-clinical, assertive outreach, follow-up care and practical support to individuals directly after a suicide attempt or crisis.
- Peer Enhancement Trial – twelve month trial of inclusion of Peer Workers into The Way Back Support Service.
- The After Suicide Support and StandBy Support After Suicide Programs – bereavement support for individuals, families, friends workplaces and communities, following loss by suicide.
- Community Gatekeeper Program – training and awareness raising.

The Suicide Prevention Services Manager will:

- Co-ordinate all aspects of program operations including reporting, stakeholder partnerships and strategic directions
- Provide clinical supervision to team
- Provide managerial oversight of care coordination and operational systems to ensure efficient, effective and quality services
- Be responsible for the all aspects of data, reporting and administration tasks
- Lead, coach and develop a team of Suicide Prevention and Aftercare Coordinators to deliver high quality support services and ensure the aims and objectives of the service are met
- Be responsible for all clinical governance aspects of the service including human resource management, quality systems and risk management to ensure safe, effective service delivery
- Facilitate effective working relationships with all members of the Governance Group, Local Response Group and other key stakeholders
- Ensure all aspects of the service are effectively communicated to stakeholders and the community
- Oversee collection of service performance and evaluation data as required by Wellways, MPHN, *beyondblue* and StandBy
- Identify and work collaboratively with stakeholders to drive regional suicide prevention initiatives and opportunities for collaboration
- Manage the critical incident/adverse events processes and act as a coordinator of postvention support should a suicide or other critical incident/adverse event occur
- Ensure Service Delivery Model requirements are established and maintained on an ongoing basis

## Responsibilities

Key Functions	Key Performance Indicators
<p><b>Provision of recovery oriented practice</b> Working within the principles of recovery orientated mental health practice</p>	<p>In the context of the individual, family, community and the principles of recovery, the Manager will encourage and support team members to:</p> <ul style="list-style-type: none"> <li>• Engage participants, their families and friends in the program and develop professional and trusting working relationships</li> <li>• Conduct regular face to face support to connect with participants and offer support</li> <li>• Assist participants to identify areas of need using key assessment and outcome measurement tools</li> <li>• Encourage linkages into a range of activities to support recovery and community connection</li> <li>• Develop individually tailored recovery plans with each participant which incorporate specific individual goals focusing on skill and knowledge development, including physical health and wellbeing</li> <li>• Provide direct practical support to participants</li> <li>• Regularly monitor and update their individual recovery plans</li> </ul>
<p><b>Program Management</b> Working with internal and external partners to manage the day to day and strategic operations of Suicide Prevention Services</p>	<ul style="list-style-type: none"> <li>• Be responsible for the overall management of the various suicide prevention streams;</li> <li>• Help oversee intake, assessment processes and interventions provided by or offered to participants of the service</li> <li>• Implement practices to maximise engagement of more vulnerable populations who are at higher risk of suicide and that the service is tailored to accommodate and meet their specific needs</li> <li>• Foster a culture of teamwork, coaching and peer support amongst all staff in the team to underpin a positive leadership and mentoring culture in a trial service</li> <li>• Provide regular clinical supervision and performance review processes to team leads</li> <li>• Support access to training and professional development opportunities to program staff</li> </ul>
<p><b>Administration</b></p>	<ul style="list-style-type: none"> <li>• Ensure that all operational and administrative requirements including financial reports and data are met, budgeting, quarterly and annual report requirements and records maintenance</li> </ul>

<p>Ensure all documentation is completed in a timely and accurate manner</p>	<ul style="list-style-type: none"> <li>• Promote and maintain safe work practices and a safe and healthy environment in accordance with occupational health and safety policies and legislation</li> <li>• Ensure adherence to Wellways’ policies and procedures and all relevant legislation and accreditation standards</li> <li>• Participate in service review and development activities, including audits</li> </ul>
<p><b>Governance</b> Be responsible for implementation of all governance requirements required to operate a safe model of community based service delivery for participants and staff.</p>	<ul style="list-style-type: none"> <li>• Human resource management including recruitment, on-boarding, training, support, development and performance monitoring of staff</li> <li>• Quality management including consumer/carer engagement and feedback, knowledge and information management, service performance and effectiveness monitoring, quality improvement</li> <li>• Clinical risk management including managing a risk management plan, incident reporting and management</li> <li>• Participate in all governance activities of Wellways and Suicide Prevention Programs, including sentinel reviews, Local Response Group, Murrumbidgee Suicide Prevention and Aftercare Steering Committee</li> </ul>
<p><b>Team Effectiveness</b> Working as an active member of the program team to ensure the achievement of program goals and the application of best practice frameworks.</p>	<ul style="list-style-type: none"> <li>• Working as part of the team on the basis of an ethos of collaboration, co-operation and mutual support</li> <li>• Support for, and on-going development of, an environment based on shared accountability and effective knowledge sharing</li> <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 leading and participating in team meetings, service planning sessions, PDR supervision and staff development activities</li> </ul>
<p><b>Data collection and reporting</b></p>	<ul style="list-style-type: none"> <li>• Ensure the client management system is matched to the needs of the service and data collection</li> <li>• Ensure all data is being collected and available to beyondblue, MPHNS, StandBy, staff and Wellways</li> <li>• Be responsible for the financial management and reporting against the service budget</li> <li>• Be responsible for reporting requirements to beyondblue &amp; MPHNS</li> <li>• Ensure all data is captured in a timely manner via MDS and Carelink</li> </ul>

<p><b>Stakeholder Engagement</b> Working with the wider community and key stakeholders to support value adding participant outcomes</p>	<ul style="list-style-type: none"> <li>• Working with the service system and the community to ensure an integrated response</li> <li>• Leading and participating in program promotion and developing appropriate linkages with other community agencies, clinical services and other Wellways programs</li> <li>• Leading the team in the development and delivery of community education in relation to mental health and suicide prevention and support</li> <li>• Representing Wellways in a variety of settings, including high level meetings and partnerships,</li> </ul>
---	---

## Essential Requirements, Knowledge, Experience and Skills

<p><b>Qualifications &amp; Essential Requirements</b></p>	<ul style="list-style-type: none"> <li>• Degree qualifications in mental health profession (including accreditation with the appropriate professional body), and or health service management or community development or equivalent experience.</li> <li>• Current valid Driver Licence and the ability to undertake regular travel</li> <li>• Satisfactory pre-employment checks, including but not limited to National Police Records Check, Working with Children Check, NDIS Worker Screening Check</li> <li>• Evidence of right to work within Australia</li> <li>• NDIS Orientation Module 'Quality, Safety and You'</li> <li>• Covid 19 Vaccination with booster or valid medical exemption</li> </ul>
<p><b>Technical Knowledge and Experience</b></p>	<p><b>Required:</b></p> <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experience in the mental health or related sector including individual and family support work and intake and assessment experience</li> <li>• Experience in managing operational systems for a health or community services organisation and report on planning and development processes.</li> <li>• Experience in leadership and management of processes across multiple professions</li> <li>• Experience in building partnerships with a range of organisations and stakeholders</li> <li>• Experience in working with people bereaved through suicide or experience in dealing with severe personal trauma</li> <li>• Prior experience in case management and/or providing professional and flexible assistance to individuals and/or families under stress</li> <li>• Experience consulting and working collaboratively with communities and other stakeholders</li> <li>• Experience in the delivery of community development, education and</li> </ul>

	<p>capacity building initiatives</p> <ul style="list-style-type: none"> <li>• Experience managing budgets and financial responsibilities of programs with multiple service streams</li> </ul> <p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>• Demonstrated understanding of the key issues in relation to the health, mental health and social wellbeing needs of people who experience suicide and their families and natural supports</li> <li>• Good understanding of recovery principles and/or strengths-based principles</li> <li>• Knowledge of current trends and practices in educational and community development suicide prevention work</li> <li>• Demonstrated understanding of suicide bereavement, grief and loss and community responses to loss</li> <li>• Demonstrated knowledge of suicide aftercare programs</li> </ul>
<p><b>Skills</b></p>	<p><b>Leadership</b></p> <ul style="list-style-type: none"> <li>• Values and strengths based leadership</li> <li>• The ability to communicate and model a vision that generates enthusiasm and commitment</li> <li>• Action oriented, and able to drive innovative solutions</li> <li>• Create a culture and environment that fosters innovation in service delivery</li> <li>• The ability to identify potential issues and setbacks and guide colleagues to optimise outcomes</li> </ul> <p><b>Strategic planning</b></p> <ul style="list-style-type: none"> <li>• The role requires a highly motivated, independent thinker who is comfortable making decisions and supporting strategic recommendations</li> <li>• The ability to establish an integrated perspective of the organisations services and identify suitable opportunities where interventions add value</li> </ul> <p><b>People Leadership</b></p> <ul style="list-style-type: none"> <li>• Demonstrated understanding of and commitment to Wellways values</li> <li>• Demonstrated staff management skills and experience including the ability to lead, motivate and coach staff and resolve conflict</li> </ul> <p><b>Communication</b></p> <ul style="list-style-type: none"> <li>• Partnership, participation and negotiation - An ability to liaise, consult and negotiate effectively including an ability to encourage participation and develop effective partnerships with stakeholders. Proven ability and experience in representing organisations.</li> <li>• Effective communication skills, verbal and written, including the ability to develop reports, funding submissions and recommendations on complex service issues, public speaking and conference presentations</li> </ul>

	<p><b>Information Technology</b></p> <ul style="list-style-type: none"><li>• Proficient with the range of digital platforms including but not limited to:<ul style="list-style-type: none"><li>○ Microsoft Office suite</li><li>○ Social media platforms</li><li>○ Client management systems</li><li>○ Virtual working and video conferencing platforms</li></ul></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>• 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</li><li>• Able to facilitate active participation by vulnerable peoples, their families and friends in all aspects of service delivery</li><li>• Able to advocate effectively for participants, their families and friends, based on their choices</li><li>• Demonstrated ability to build supportive and respectful relationships with people experiencing distress, including families and carers.</li><li>• Demonstrated capacity to maintain important stakeholder relationships</li></ul> <p><b>Organising and Planning</b></p> <ul style="list-style-type: none"><li>• Able to respond to competing priorities whilst meeting program deadlines</li><li>• Accurately upload data and reports to the appropriate database or other system, within specified timeframes</li><li>• Able to provide mentoring and support to staff, support skills development and facilitate supervision.</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 participation in regular supervision</li><li>• Ability to work alone, off site and independently</li></ul>
--	---

## 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: 5

Travel Percentage: As required

On Call: TBC

## Attachment 1

