

Position description

Title of the role:	Suicide Prevention Community Engagement Coordinator
Program Area:	Suicide Prevention
Location:	Murrumbidgee
Classification:	SCHADS Level 4
Reports to:	Murrumbidgee Suicide Prevention Services Manager
Last Revised:	June 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 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 Suicide Prevention Community Engagement Coordinator will work closely with the Aftercare team to promote the Aftercare service and build and support referral pathways into the program.

The Suicide Prevention Community Engagement Worker will achieve this by:

- Working alongside the Aftercare team to ensure the service is responsive to community needs and has community at the heart of all its decisions.
- Empowering communities to support one another in maintaining social and emotional wellbeing.
- Establishing referral pathways with a broad range of health, social and community services that people may need to support their recovery following a suicide attempt or crisis
Identifying and facilitating opportunities that promote the inclusion of, and build the capacity of, people and community groups to access Aftercare services and achieve healthy, strong and connected communities.

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

Key Responsibilities

Key Functions	Key Performance Indicators
Stakeholder Engagement	<ul style="list-style-type: none"> • Establishing and maintaining relationships with the community, local service providers and community organisations, including first responders. • Where people's needs are best met through other agencies, advocate with those agencies to access assistance. • Representing Wellways in a variety of settings, interagency meetings, stakeholder's meetings and speaking engagements. • Contribute to the development and ongoing implementation of evaluation strategies that test the effectiveness of community engagement programs and initiatives. • Develop co-design opportunities with the community, develop and implement strategies to promote engagement of the community in understanding and addressing stigma and challenges to mental health wellbeing and suicide prevention. • Create or leverage existing community events, both general and targeted (e.g. to hard-to-reach groups) to promote the Aftercare service and to promote social and emotional wellbeing. • Work within the team and with consumers to promote networks/groups or peer led programs within the community. • Develop referral pathways for a broad range of health and social services, including: <ul style="list-style-type: none"> ○ Emergency services ○ GPs ○ PHN ○ General Practitioners

	<ul style="list-style-type: none"> ○ Community Health Services ○ Primary health providers ○ Social and community services
Community and Resource Development	<ul style="list-style-type: none"> • Identify key community members who members of the target cohort/s would likely approach if they were experiencing distress or suicidal ideation to be community gatekeepers. • Undertake community-led suicide awareness activities which promote community gatekeepers and raise suicide awareness generally. • Provide guidance on collective impact and system-based approaches to stakeholders. • Support communities in considering sustainability in any initiatives that are developed through collective action. • Support the development of local gatekeeper networks to support information sharing, peer support and local initiatives.
Team Effectiveness	<ul style="list-style-type: none"> • Actively participate in regular supervision and commit to a Wellbeing at Work plan. • Work collaboratively with colleagues in an environment that values collaboration, co-operation and mutual support. • Promote the program and Wellways in accordance with our vision, mission and values.
Evaluation & Reporting	<ul style="list-style-type: none"> • Design robust data collection methods to measure and evaluate collective impact. • Undertake evaluation of trained community gatekeepers to measure how effective gatekeepers feel about their suicide prevention skills. • Contribute to quarterly performance reports, action registers and stakeholder review reports as required by the MPHN.

Essential Requirements, Knowledge, Experience and Skills

Qualifications & Essential Requirements	<ul style="list-style-type: none"> • Experience in Community Engagement and/or Suicide Prevention. • Relevant qualifications or commensurate experience in working in the mental health or community services sector, generally a minimum of Certificate IV qualification. • Experience with program planning, development coordination and delivery. • Experience with data collection and reporting, including the ethical handling of data. • Current valid Driver's Licence and the ability to undertake significant travel for the role including overnight stays in rural locations. • Appropriate IT skills, including knowledge of, and experience with Microsoft Office Suite. • Working With Children Check • Right to Work within Australia • Satisfactory Police Records Check • NDIS Worker Screening Check • NDIS Orientation Module
Experience	<ul style="list-style-type: none"> • Experience in managing projects in community/community engagement context. • Experience in working with people who may have been impacted by suicide or social emotional wellbeing concerns. • Prior experience in developing important community and stakeholder relationships with a focus on mental health and/or suicide prevention. • Experience consulting and working collaboratively with communities and other stakeholders. • Experience in the delivery of community development, education and capacity building initiatives.
Technical Knowledge and Experience	<ul style="list-style-type: none"> • Have an understanding of contemporary suicide prevention frameworks and policy, in particular, the Black Dog Institute Lifespan Framework and the National Suicide Prevention Strategy • Knowledge of collective impact and system-based approaches. • 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. • Knowledge of current trends and practices in educational and community development suicide prevention work. • Knowledge and understanding of suicide risk within both local, state and national context. • Knowledge of key organisations/peak bodies in the suicide prevention and mental health sector.

Skills	<p>Communication:</p> <ul style="list-style-type: none"> • Effective communication skills with people from a variety of backgrounds, including regional and remote, Aboriginal and Torres Strait Islander, LGBTQI+ and CALD communities. • Highly developed verbal and written skills, including the ability to write high level reports, develop data collection processes and evaluate data. • Ability to build strong community networks utilising a grass root approach. • Highly effective communication skills in relation to mental health and suicide prevention safe messaging. • Ability to liaise with external partners and stakeholders including GP's, local businesses and other relevant NGOs and Government organisations. <p>Interpersonal:</p> <ul style="list-style-type: none"> • Demonstrated empathy and treats all people with dignity and respect. • Ability build and maintain working relationships with various levels of organisations including senior leadership and executives. • 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. • Able to work in an inclusive manner incorporating community and stakeholder feedback. <p>Organising and Planning:</p> <ul style="list-style-type: none"> • Ability to be able to project plan, manage bookings, schedule meetings and trainings. • Demonstrated ability to be able to actively market and promote suicide prevention activities and trainings. • Accurately upload data and reports to the appropriate database or other system, 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. <p>Self-Management:</p> <ul style="list-style-type: none"> • 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. <p>Information Technology:</p> <ul style="list-style-type: none"> • Competent in Microsoft Office Suite
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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 (to manage reporting line flow)
Travel Percentage:	As Required
On Call:	As Required
Special Requirements:	n/a

