

Title of the role:	Senior Peer Worker – Post Suicide Support
Classification:	SCHADS 4
Schedule:	Schedule B
Program Area:	Support After Suicide- Postvention Services
Location:	Gippsland
Reports to:	Program & Practice Co-ordinator – PSS
Last Revised:	September 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  
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 Support After Suicide Postvention Program is dedicated to delivering support post suicide tailored approach or through community development and education. The program facilitates community wide discussion about suicide, and building a community-based support network that utilises lived experience and peer support to support and connect communities, build resilient communities that is empowered to provide community based support to those bereaved by suicide.

This unique role combines Lived and Living Experience Peer Suicide Prevention and Community Coordination to provide both community development and education, and direct care for participants who are bereaved as a result of suicide. The Senior Peer Worker role is well placed to become a community leader in suicide postvention and suicide prevention in Gippsland and will be a key contributor to the growth of a Gippsland community that is equipped to provide support to individuals. Families and communities following a death from suicide.

The role will:

- Provide support to families, carers, supporters, and community groups following a suicide attempt to help people to stay safe and connect with essential services.
- Engage with and deliver safe and effective service to vulnerable groups who are known to be at high risk of suicide.
- Improve access to the most helpful postvention services based on their experiences and needs for timely support.
- Increase the efficiency and effectiveness of suicide postvention services
- Work collaboratively with existing services (clinical and community based) to meet individual needs and circumstances.
- Complement existing broader postvention services and overall co-ordination without duplication of existing services.
- Support and Empower communities to support one another in maintaining social and emotional wellbeing.
- Establish referral pathways with a broad range of health, social and community services that people may need to support their recovery.
- Identify and facilitate opportunities that promote the inclusion of, and build the capacity of, people and community groups to access services and achieve healthy, strong and connected communities.
- Establish working relationships with community and groups to implement Gippsland Suicide Response Community Guidelines with the goal of providing development and education programs to build community resources, capabilities to provide support following a suicide.

Under the support and direction of Program & Practice Co-ordinator for Psychosocial Services, the role forms part of the Gippsland team and works with the Support After Suicide Postvention Team (which includes Jesuits Social Services) and other key stakeholders in the ongoing development and effective implementation of the Gippsland regional and program plans.

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

## Responsibilities

Key Functions	Key Performance Indicators
<p><b>Suicide Postvention v Community Support and Development</b></p>	<ul style="list-style-type: none"> <li>• Assit in maintaining relationships with the community, local service providers and community groups and organisations, including first responders.</li> <li>• Service Navigation: Where people’s needs are best met through other agencies, advocate with those agencies to access assistance.</li> <li>• Support community and stakeholder engagement activities in collaboration with senior staff.</li> <li>• Contribute to the development and ongoing implementation of evaluation strategies that test the effectiveness of community engagement programs and initiatives.</li> <li>• Identify family, carers and community needs and support or refer them to the appropriate source, including counselling or clinical services</li> <li>• Contribute to the delivery of engagement of the community in understanding and addressing challenges to mental health wellbeing and suicide prevention.</li> <li>• Work within the team and with participants to promote networks/groups or peer led programs within the community.</li> <li>• Support community groups enact the Gippsland Suicide Response Guidelines</li> </ul>
<p><b>Wellbeing Support Coordination</b></p>	<ul style="list-style-type: none"> <li>• Provide individualised practical support to individuals, carers/families and community groups following a suicide.</li> <li>• Engage participants and community groups and develop professional and trusting relationships.</li> <li>• Participate in intake and assessment processes as required.</li> <li>• Support participants in implementing wellbeing plans developed by senior staff and assist in identifying ongoing support needs under supervision.</li> <li>• Implement individualised participant plans - through the monitoring of strategies to meet stated goals with each participant focusing on skill and knowledge development while working towards recovery.</li> <li>• Work actively with participants and community groups to support build their capability and develop longer term support networks in the community.</li> <li>• Assist participants to connect with health, clinical and community-based support services.</li> <li>• Ensure that all operational and administrative requirements are met including regular reporting requirements and records maintenance.</li> </ul>

	<ul style="list-style-type: none"> <li>• Maintain safe work practices and a safe and healthy environment in accordance with occupational health and safety policies and legislation.</li> </ul>
<p><b>Team Effectiveness</b></p> <p>Working as an active member of the program team to ensure the achievement of program goals and the application of best practice frameworks.</p>	<p>This will include:</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>• Participant in a team-vbased approach and contribute to a collaborative work environment through shared tasks and regular communication.</li> <li>• Co-operating with all team members in order to ensure continuity of care and the provision of an exceptional service.</li> <li>• Actively participating in team meetings, service planning sessions, supervision, including PDR and staff development activities.</li> <li>• Actively participate in regular clinical supervision.</li> <li>• Working with Latrobe Regional Hospital and to deliver high quality service and achieve program objectives.</li> </ul>
<p><b>Organisational Alignment</b></p> <p>Contributing to the effective operation and on-going development of the program offer to ensure that the program reflects Wellways values, best evidence-based practice and demonstrates innovation.</p>	<p>This will be achieved through on-going contribution and awareness ensuring that:</p> <ul style="list-style-type: none"> <li>• The programs provided reflect the core values of Wellways.</li> <li>• Consumer needs are reviewed to ensure an effective service delivery.</li> <li>• Quality systems and standards are subject to on-going development to support enhanced program delivery.</li> <li>• Effective relationships are established and maintained with other organisations.</li> </ul>
<p><b>Stakeholder Engagement</b></p> <p>Working with the wider community and key stakeholders to support value adding participant outcomes.</p>	<ul style="list-style-type: none"> <li>• Participating in program promotion and maintaining appropriate linkages with other community agencies, clinical services and other Wellways programs.</li> <li>• Participating in the delivery of community education in relation to mental health.</li> <li>• Representing Wellways in a variety of settings, including other agencies, members, participants, carers and families to raise awareness of mental illness issues at the local level and to 'market' the organisation regionally.</li> <li>• Assisting in the support of volunteers and students.</li> </ul>
<p><b>Qualifications &amp; Essential Requirements</b></p>	<ul style="list-style-type: none"> <li>• Minimum Diploma qualifications and/or experience in working in a support role for people with mental health conditions.</li> <li>• Current valid Driver's License and the ability to undertake some travel.</li> <li>• Appropriate IT skills.</li> <li>• Satisfactory National Police Records Check.</li> <li>• Current Working with Children Check.</li> <li>• Right to Work within Australia.</li> <li>• 100 points of identification.</li> <li>• NDIS Worker screening check</li> <li>• NDIS Worker Orientation Module Certificate.</li> </ul>

<p><b>Technical Knowledge and Experience</b></p>	<ul style="list-style-type: none"> <li>• Demonstrated experience and or transferable skills/ knowledge in working with people with mental health conditions.</li> <li>• Lived experience of mental health condition and or bereavement following a suicide.</li> </ul>
<p><b>Skills</b></p>	<ul style="list-style-type: none"> <li>• Some experience or demonstrated interest in supporting community-based initiatives</li> <li>• Experience in working with people bereaved though suicide or experience in dealing with severe personal trauma.</li> <li>• An understanding of the biopsychosocial model of mental health and how social inclusion principles are applied to service delivery.</li> <li>• Demonstrated ability to operate in a way that ensures maximum participation of participants and their families/carers.</li> <li>• An ability to participate in effective partnerships including liaison, mediation, negotiation and consultation.</li> <li>• An ability to work with culturally and linguistically diverse communities and individuals.</li> <li>• Commitment to best practice.</li> </ul> <p>Desirable:</p> <ul style="list-style-type: none"> <li>• Prior experience of supporting individuals, families or communities under stress.</li> </ul>

	<p><b>Communication</b></p> <ul style="list-style-type: none"><li>• Effective communication skills, verbal and written.</li></ul> <p><b>Interpersonal</b></p> <ul style="list-style-type: none"><li>• Strong skills in developing and maintaining relationships with staff and other key stakeholders.</li><li>• Able to see things from others point of view and confirm understanding of that point of view.</li><li>• Able to express personal views in a constructive and diplomatic manner.</li><li>• Able to reflect on how one's own emotions impact on others.</li></ul> <p><b>Organising and Planning</b></p> <ul style="list-style-type: none"><li>• Able to identify more and less critical activities and operate accordingly, reviewing and adjusting as required.</li><li>• Able to develop and implement systems and procedures to guide work and track progress.</li><li>• Able to recognise barriers and find effective ways to deal with them.</li><li>• Able to identify processes, tasks and resources required to achieve a goal.</li></ul> <p><b>Self-Management</b></p> <ul style="list-style-type: none"><li>• Able to plan and prioritise work to ensure outcomes are achieved.</li><li>• Takes the time to think things through.</li><li>• Able to anticipate one's own reactions to situations and prepare accordingly.</li></ul> <p><b>Information Technology</b></p> <ul style="list-style-type: none"><li>• Familiar in Microsoft Office Suite.</li><li>• Comfortable with learning/using Client Management Systems.</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:	0
Travel Percentage:	As required
On Call:	n/a

### Attachment 1

