

Position description

Title of the role:	Identified (Indigenous) Suicide Prevention Peer Coordinator
Classification:	SCHADS Level 3
Schedule:	B
Program Area:	Targeted Regional Initiatives for Suicide Prevention (TRISP)
Location:	QLD - Multiple Locations
Reports to:	Team Leader
Last Revised:	November 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 Mental Health, Alcohol and Other Drugs, and Suicide Prevention (MHAODSP) service aims to deliver comprehensive, integrated, and person-centred care across the CCQ region (Central Queensland, Wide Bay, Sunshine Coast). It addresses service gaps for the 'missing middle' by enhancing accessibility and integrating primary mental health care, psychosocial support, and early intervention. Through a hub and spoke model, specialised resources and coordination are centralised, while local spokes ensure community-based service delivery. This approach promotes holistic wellbeing by considering broader determinants of health, fostering collaboration among providers, and ensuring a sustainable, adaptable service responsive to community needs.

The consortium, led by EACH, includes eight partners: Central Queensland Indigenous Development, Flourish Australia, Gympie Women's Health Centre, Open Minds Australia, Queensland Injectors Health Network, REFOCUS Aboriginal and Torres Strait Islander Services, Stride Mental Health, and Wellways Australia. This diverse coalition enhances service delivery through comprehensive, community-focused care.

Wellways, recognises the unique contribution that Peers offer in the delivery of support services to improve community health and wellbeing. Peers offer an expertise that cannot be developed through study; it is their experience of supporting a loved one with a mental health issue and/or suicidal crisis or attempt, and their path of recovery, that informs their values, beliefs and expertise in the development of programs that meet the needs of community.

For the identified Aboriginal and Torres Strait Islander Peer role, this lived experience is complemented by cultural knowledge, cultural authority and connection to community. This includes grounding support in local cultural protocols, strengths, ways of knowing, being and doing and creating safe pathways for community to engage.

At the heart of peer support is the desire to instil hope, encourage self-belief and determination, help people to find purpose and meaning in all that they do and importantly, empower people to explore the paths towards recovery that they feel are best for them. Peer support workers can inspire hope and demonstrate the possibility of recovery through respect and shared responsibility. Peer Support is focused on health and recovery rather than illness and disability, and the essence of peer work is not what kind of service is provided, but who provides it and how.

The TRISP program will deliver a peer-led prevention model that is trauma-informed, non-clinical and outreach-based, aimed at engaging and supporting people in priority populations. Identified Aboriginal and Torres Strait Islander roles will contribute cultural knowledge, leadership and connection to community, helping ensure engagement approaches are culturally grounded and culturally safe. The program will provide and coordinate suicide prevention training and awareness initiatives to families, friends, workplaces, communities and sporting groups, strengthening community understanding of distress and building pathways to culturally safe support for people who may be at risk of suicide. This service will value-add to existing initiatives and support communities to develop suicide prevention community action plans that empower local leadership, elevate cultural strengths, and build integrated and coordinated responses when a person is at risk or when a suicide has occurred.

The Identified TRISP Suicide Prevention Peer Coordinator will focus on building connection, cultural safety and support coordination for people in distress. They will utilise community engagement principles, draw on cultural strengths and relationships, expand referral pathways and promote education and training to strengthen and integrate community responses to distress and suicidality.

Refer to **Attachment 1** for a reference to the overall Wellways organisation structure.

Responsibilities

Key Functions	Key Performance Indicators
Support Coordination (Engagement and coordination of suicide prevention in the community)	<ul style="list-style-type: none"> • Ability to work independently and seek advice from the Team Leader or other Wellways or MHAODSP consortia employee members • Building effective connection points for people who present in distress/express suicidal ideation and support them to warmly transfer/be referred to support services where required • Working in partnership with relevant government and non-government services, community-controlled organisations, and community groups to support the development of localised solutions that create suicide-safer communities, informed by evidence, best practice, and culturally grounded approaches. • Develop strong partnerships across the regions to enable integrated and coordinated, systems-based approaches to suicide prevention. • Develop and maintain stakeholder and community relationships to support suicide prevention initiatives, education and activities. • Facilitating inclusive engagement activities and co-design processes with diverse stakeholders, including people with lived experience of suicide and Aboriginal and Torres Strait Islander communities, leaders and Elders. • Support people in distress to access appropriate supports • Participating in the development and delivery of community education in relation to wellbeing and suicide prevention and support • Ensure that all operational and administrative requirements are met including regular reporting requirements and records maintenance • Maintain safe work practices and a safe and healthy environment in accordance with occupational health and safety policies and legislation

Community & Resource Development	<ul style="list-style-type: none"> • Drive and support community-led suicide awareness activities that build community capacity, support families and help create practical resources. • Train identified community gatekeepers using evidence-based, culturally informed and culturally safe training packages, ensuring approaches reflect Aboriginal and Torres Strait Islander ways of knowing, being and doing. • Provide guidance to stakeholders and communities on collective impact and systems-based approaches to suicide prevention, including culturally grounded practices that recognise the strengths, knowledge and leadership of Aboriginal and Torres Strait Islander peoples. • Support communities to develop sustainable, community-led initiatives that are informed by collective action, cultural strengths, and local priorities • Support the development of local gatekeeper networks to enable cultural knowledge sharing, peer support, community leadership, information flow and coordinated local initiatives.
Team effectiveness and personal and professional development	<ul style="list-style-type: none"> • Co-operating with all team members to ensure continuity of care and delivery of an exceptional service offer, including contributing cultural knowledge and perspectives. • Actively participating in team meetings, service planning sessions, group supervision to support continuous improvement • Ability to respond to feedback, reflect on practice, and incorporate culturally safe approaches and learnings. • Working collaboratively with colleagues in an environment that values cultural diversity, collaboration, co-operation and mutual support. • Promoting the program and Wellways in accordance with our vision, mission and values, including our commitment to Aboriginal and Torres Strait Islander peoples, communities and cultures. • Participate in ongoing training and development • Actively participate in Suicide Prevention Community of Practice • Openly sharing resources, cultural learnings, best practice and ideas with colleagues and peers.
Lived Experience participation Engage in ongoing consultation with participants, carers and other relevant parties	<p>This will be achieved through:</p> <ul style="list-style-type: none"> • Engaging individuals with lived experience in the planning, delivery, development, monitoring and evaluation of services, ensuring their voices, experiences and cultural perspectives meaningfully shape the program. • Through a lived experience lens, regularly reviewing the ways in which services are provided to ensure the program remains aligned with community expectations, cultural strengths, local priorities and stakeholder feedback. • Providing services in a culturally competent, culturally safe and inclusive manner for participants and families from Aboriginal and Torres Strait Islander communities.

Knowledge	<ul style="list-style-type: none"> • 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 suicide prevention training and education • Knowledge of State and Commonwealth Policy relating to suicide prevention, intervention and postvention • Understanding of the Lifespan Model • Good understanding of Community Development principles and Social and Emotional Wellbeing (SEWB) frameworks. • Good understanding of recovery principles and/or strengths-based principles • Understanding of culturally safe practice, cultural protocols and community engagement principles relevant to working with Aboriginal and Torres Strait Islander communities.
Evaluation & Reporting	<ul style="list-style-type: none"> • Willingness to support and undertake evaluation of community initiatives, training and activities to contribute to continuous improvement, including ensuring feedback reflects the voices, cultural perspectives and priorities of Aboriginal and Torres Strait Islander communities and other local stakeholders.

Essential Requirements, Knowledge, Experience and Skills

Qualifications & Essential Requirements	<ul style="list-style-type: none"> • Lived experience of suicidality or suicide bereavement • Knowledge of suicide prevention, mental health and other social service sectors or willingness to develop that knowledge • Experience with data collection and reporting, including the ethical handling of data. • Non-judgmental, supportive attitude and ability to listen to community needs • Highly organised and able to prioritise • Ability to remain calm in a crisis situation • 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 • Ability to work in a culturally safe, respectful, and strengths-based manner with Aboriginal and Torres Strait Islander peoples, families and communities <p>Desirable:</p> <ul style="list-style-type: none"> • Experience in Community Development and/or Suicide Prevention. • Experience with program planning, development, coordination and delivery. • Demonstrated experience and or transferable skills/ knowledge in working with people who have experienced suicidality or bereavement • Understanding of local Aboriginal and Torres Strait Islander cultural protocols, community dynamics, or experience working within Aboriginal and Torres Strait Islander organisations or communities • Relevant qualifications or commensurate experience in working in the mental health or community services sector, generally Certificate IV qualification (Health/Mental Health, &/OR Diploma/Certificate IV in Mental Health Peer Work)
Technical Knowledge and Experience	<ul style="list-style-type: none"> • Experience managing projects within a community or community development context. • Experience working with people impacted by suicide or experiencing social and emotional wellbeing concerns. • Proven ability to develop meaningful community and stakeholder relationships, particularly within mental health and/or suicide prevention contexts. • Experience consulting and working collaboratively with communities, including Aboriginal and Torres Strait Islander communities, Elders, cultural leaders and other stakeholders. • Experience in delivering community development, education and capacity-building initiatives.

	<ul style="list-style-type: none"> • Understanding of contemporary suicide prevention frameworks and policy, including the Black Dog Institute Lifespan Framework. • Knowledge of collective impact and systems-based approaches. • Comprehensive knowledge of personal, family and social factors associated with suicidal ideation and attempts, including groups at increased risk of suicide or experiencing a suicidal crisis. • Knowledge of current trends, evidence and best practice in educational and community-based suicide prevention work. • Knowledge of the suicide prevention sector within local, state and national contexts. • Knowledge of key organisations and peak bodies in the suicide prevention and mental health sectors, including Aboriginal and Torres Strait Islander community-controlled organisations. <p>Desirable:</p> <ul style="list-style-type: none"> • Accreditation as a Deadly Thinking, ASIST and/or SafeTalk Trainer • Certificate IV in Training and Assessment (TAE).
Other Experience	<ul style="list-style-type: none"> • Experience in managing projects in community/community development context. • Experience in working with people who may have been impacted by suicide or experiencing 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, including Aboriginal and Torres Strait Islander communities, Elders, cultural leaders and other stakeholders. • Experience in the delivery of community development, education and capacity building initiatives.

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. • Ability to build strong community networks utilising a grass roots approach. • Highly effective communication skills, especially 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. • Highly developed verbal and written skills, including the ability to community action plans and contribute to evaluation reports and documents <p>Interpersonal:</p> <ul style="list-style-type: none"> • Demonstrated empathy and the ability to treat all people with dignity, respect and cultural sensitivity. • Ability to build and maintain working relationships with various levels of organisations, including Wellways • 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. • Strong empathy and ability to work from strengths based, hope and recovery-based frameworks. <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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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

