

## Position description

Title of the role:	Peer Worker – Suicide Prevention
Classification:	SCHADS Level 3
Schedule:	B
Program Area:	Warmline
Location:	Gympie, Hervey Bay, Rockhampton QLD
Reports to:	Team Leader
Last Revised:	January 2026

## 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

### **About the Service**

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.

### **About the Role**

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.

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.

Warmline is a non-clinical, peer led suicide prevention phone service for individuals who have attempted suicide, are experiencing suicidal ideation or are at risk of suicide. Using their lived experience, peer workers will connect with people around their suicidality, in a shared space of understanding, compassion and mutual respect.

Warmline Suicide Prevention Peer Workers will provide an opportunity for callers to feel heard and validated whilst also assisting to explore coping strategies, safety planning and assist with navigating and finding additional local and online resources and/or information. Callers will be able to request a call back from a peer worker to support them with their distress, concerns or worries. The Suicide Prevention Team Leader will work to match a Suicide Prevention Peer Worker best suited to the request to contact the caller within 48 business hours to arrange a mutual time to have a conversation/offer support. Callers will be able to have one off calls and/or be able to have up to eight weekly scheduled calls.

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

## Responsibilities

Key Functions	Key Performance Indicators
<p><b>Key Function</b>  <b>Provision of one-on-one support to Warmline callers</b></p>	<ul style="list-style-type: none"> <li>• Support participants during telephone call made to the service and during scheduled outreach phone calls to participants</li> <li>• Provide information, referrals and support participants</li> <li>• Engage callers and develop professional and trusting relationships that help find and maintain hope; Establish (or re-establish) a positive personal identity; Build (or re-build) a meaningful life; and take responsibility and control</li> <li>• Communicate with callers about issues regarding their distress or suicidality and services</li> <li>• Safety plan with callers</li> <li>• Ability to work independently and seek advice from the Team Leader or other Wellways or MHAODSP consortia staff members</li> <li>• Ability to identify cases that need to be brought to the immediate attention of the Team Leader or others at Wellways</li> <li>• Research specific queries or requests for services</li> <li>• Refer callers to appropriate services, both internal and external</li> <li>• Administrative tasks required to keep resources up to date and to send resources out to callers/organisations</li> <li>• Ensure that all operational and administrative requirements including case notes, assessments, recovery plans and data are met including regular reporting requirements and records maintenance.</li> <li>• Gather non-identifying data to boost advocacy and service provision for Wellways Australia</li> <li>• Commitment to constantly improving the service</li> <li>• Commit to ongoing development of skills and knowledge necessary to perform duties required by the position</li> <li>• Carry out all duties in a safe working manner in accordance with Wellways Australia policies and procedures and legislative frameworks.</li> </ul>

<p><b>Key Function</b>  <b>Contribute to team effectiveness and personal and professional development</b></p>	<ul style="list-style-type: none"> <li>• Attend relevant training for the role including Trauma Informed Care and ASIST training</li> <li>• Participate in ongoing training and development</li> <li>• Support for, and on-going development of, a team environment based on shared accountability and effective knowledge sharing</li> <li>• Working as part of the team on the basis of an ethos of collaboration, co-operation and mutual support</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 participating in team meetings, service planning sessions, supervisions and staff development activities</li> <li>• Ability to reflect on own performance and respond to feedback from the Team Leader</li> </ul>
<p><b>Lived Experience participation</b>  <b>Engage in ongoing consultation with participants, carers and other relevant parties</b></p>	<p>This will be achieved through:</p> <ul style="list-style-type: none"> <li>• Engaging participants in the planning, delivery, development, monitoring and evaluation of services</li> <li>• Regularly reviewing the ways in which services are provided to ensure the program is service aligned with individual needs</li> <li>• Providing services in a culturally competent manner for participants and families from Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse (CALD) backgrounds</li> </ul>
<p><b>Knowledge</b></p>	<ul style="list-style-type: none"> <li>• Knowledge of priority population groups who may be associated with having increased risk of suicidal ideation and attempts, Knowledge of current trends and practices in educational and community development suicide prevention work</li> <li>• Good understanding of recovery principles and/or strengths-based principles</li> <li>• Sound knowledge of the importance of self-care strategies to help maintain personal wellbeing</li> <li>• Understanding of Intentional Peer Support Principles</li> </ul>

## Essential Requirements, Knowledge, Experience and Skills

<p><b>Qualifications &amp; Essential Requirements</b></p>	<ul style="list-style-type: none"> <li>• Lived experience of suicidality or suicide bereavement</li> <li>• Proven written and verbal communication skills including computer literacy in Microsoft Office</li> <li>• Non-judgmental, supportive attitude and ability to empathise</li> <li>• Ability to remain calm in a crisis situation</li> <li>• Knowledge of suicide prevention, mental health and other social service sectors or willingness to develop that knowledge</li> <li>• Right to work in Australia</li> <li>• Proof of identity</li> <li>• Satisfactory National Police Records Check</li> <li>• Current Working with Children Check</li> <li>• NDIS Worker Orientation Module Certificate</li> <li>• NDIS Worker Screening Check</li> </ul> <p>Desirable</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>• Relevant qualifications or commensurate experience in working in the mental health or community services sector, generally Certificate IV qualification (Health/Mental Health, &amp;/OR Diploma/Certificate IV in Mental Health Peer Work)</li> </ul>
<p><b>Skills</b></p>	<p><b>Communication</b></p> <ul style="list-style-type: none"> <li>• Effective communication skills, verbal and written including the ability to develop reports.</li> <li>• Ability to talk about own lived experience, where considered necessary, to support a Warmline caller</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> <li>• Demonstrated empathy and treats all people with dignity and respect</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> </ul>

	<ul style="list-style-type: none"><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>Computer</b></p> <ul style="list-style-type: none"><li>• Familiar in Microsoft Office Suite.</li><li>• Computer literacy with internet searching.</li><li>• Competent use of Microsoft Word.</li><li>• Competent use of Microsoft Outlook.</li><li>• Willingness to learn how to use the information database system.</li></ul>
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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

