

# Position Description

| POSITION DETAILS        |  |
|-------------------------|--|
| Position Title:         | Peer CARE Companion Regional Coordinator   |
| Reporting to:           | Statewide Coordinator  |
| Direct Reports:         | None   |
| Internal Relationships: | General Manager Service Delivery, Head of Peer CARE Companion, All Peer CARE Companion team members          |
| External Relationships: | Various stakeholders in government; non-government and private sectors, general public, Peer CARE Companions |
| Delegated Authority:    | Refer to current published Delegations   |

| OUR VALUES   |
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| At Roses in the Ocean our values are at the core of what we do, and they guide our behaviours as an organisation and as individuals. All team members commit to representing these values in action on a daily basis within our team and outwardly to all we work with and walk alongside. |
| Life   Connection   Collaboration   Humility   Deep Listening  |

| POSITION PURPOSE  |
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| Reporting to the Statewide Coordinator, Peer CARE Companion Regional Coordinators are responsible for the coordination, administration, and delivery of Peer CARE Companion in community services in their region, including supporting regionally based Peer CARE companions who also volunteer on the Peer CARE Companion warmline. |
| This role is responsible for ensuring best practice service delivery processes are implemented and maintained in collaboration with the Head of Peer CARE Companion, Statewide Coordinator and Peer CARE Companion team and the broader Roses in the Ocean team.  |

| POSITION RESPONSIBILITIES   |
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| <ul style="list-style-type: none"> <li>• Implement and coordinate the Roses in the Ocean Peer CARE Companion: in community service in your region.</li> <li>• Conduct and/or source regional service and community engagement mapping for your region.</li> <li>• Engage regional service providers in discussions to integrate Peer CARE Companion services throughout your region.</li> </ul> |

- Identify and support the development of local partnerships with scope to support in community resources (e.g., coffee cards and food items for interactions with people using the service).
- Identify opportunities for partnership with existing services to provide complimentary and supplementary services and establish relationships in line with direction from Head of Peer CARE Companion, and in collaboration with Peer CARE Companion Regional Coordinators.
- Working alongside the Statewide Coordinator and Head of Peer CARE Companion Services to develop and foster relationships with relevant community and organisational stakeholders to increase Peer CARE Companion: in community service presence and identify opportunities for connectivity and collaboration.
- Deliver information sessions to potential stakeholders and volunteers within your community both online and face to face.
- Attend relevant community-based events to actively promote Peer CARE Companion and Roses in the Ocean's other service offerings.
- In collaboration with the Statewide Coordinator and Peer CARE Companion in Community Regional Coordinators, develop and implement a volunteer recruitment strategy to meet the needs of Peer CARE Companion service contractual requirements.
- Work with the Statewide Coordinator to facilitate the expansion of the Peer CARE Companion pool ensuring diversity of lived experience, demographics and priority population representation.
- Oversee the onboarding and upskilling of Peer CARE Companions including completion of readiness and practice calls, induction onboarding and ensuring completion of prerequisite training to a high standard.
- Establish collaborative relationships with Peer CARE Companions keeping them engaged, supported and informed.
- Action support connection requests within required timeframes and allocate to Peer CARE Companions, ensuring peer matching where possible.
- Undertake direct support provision of Peer CARE Companion services alongside volunteer Peer CARE Companions as required.
- In collaboration with the Service Delivery team, maintain and update Monday.com boards to ensure service activities are tracking accurately.
- Ensure the Maintain the Peer CARE Companion Volaby activity reports are completed in a timely and accurate manner and in alignment with Operational Guidelines.
- Monitor and report on project activities as required.
- Contribute to a communications and marketing strategy to facilitate uptake of Peer CARE Companion services, expanding the Peer CARE Companion volunteer pool and general promotion of the service.
- Follow all guidelines, policy and procedures related to the Peer CARE Companion service delivery.
- Maintain quality information management practices in accordance with best-practice, privacy and confidentiality principles and alignment with the values of peer work and Roses in the Ocean.
- Work with the Finance and Operations & Quality teams to understand and direct where necessary, the billing and invoicing requirements that pertain to your work activities, including assistance with financial and performance reporting activities where required.

***Please note that the responsibilities outlined in this position description are not exhaustive, and only an indication of the work of the role.***

## SUCCESS MEASURES

- Peer CARE Companion pool is grown within relevant region.
- Robust support structures and process resulting in high retention of Peer CARE Companion volunteers.
- Appropriate and values aligned partnerships are established to ensure Peer CARE Companion in Community is a recognised and trusted national support option.
- Increased promotion and uptake of the Peer CARE Companion in Community service to align to volunteer pool growth.
- Support requests are actioned in timely manner connecting service users with the most suitable Peer CARE Companion to meet their needs.

## KEY CHALLENGES

- The Peer CARE Companion Regional Coordinator must be able to display professional and effective communication and liaison skills with both internal staff and external stakeholders at all levels.
- The role requires a flexible and resourceful approach with a focus on detail to effectively multi-task and manage competing priorities within their own workload.
- Effectively and sensitively communicating with clients, participants and volunteers.

## POSITION REQUIREMENTS

### Qualifications, skills & experience

- A lived experience of suicide and an understanding of the impact it has on families, workplaces, friends, and communities.
- Previous experience in service delivery in a peer setting or in a similar role.
- Must be able to work flexible times including some evenings and weekends (time in lieu arrangements negotiable).
- Sophisticated interpersonal skills, including the ability to sit comfortably with people who are distressed and have open conversations about suicide and listen with intent.
- Experience in managing competing priorities, complex tasks and coordinating activities.
- High-level written and oral communication skills and the ability to communicate and liaise effectively and sensitively at all levels, both internally and externally.
- Demonstrated capacity to maintain confidentiality and professional standards of behaviour in difficult and sensitive circumstances.
- Demonstrated ability to build and maintain strong relationships with colleagues and stakeholders at all levels.
- Demonstrated time-management, logistics and problem-solving skills.
- Strong knowledge of Microsoft Office Suite (Word, Excel, PowerPoint), Office 365, Monday.com and SharePoint. A working knowledge of Volaby would be beneficial.

The following training if incomplete will be provided as part of the onboarding process:

- Completion of Peer CARE Companion workshop

- Suicide intervention skills training
- Cultural awareness training

#### Additional Factors

- Complete a National Police Criminal History Check
- Hold a current Working with Children Check
- Intrastate and interstate travel as required for the role

#### Personal Attributes

- Aligned to the values of Roses in the Ocean.
- Have a passion for the Not-for-Profit sector and making a difference in the lives of people.
- Calm, composed and solutions focused.
- Self-aware and responsive to own wellbeing needs.
- High levels of professionalism, maturity and attention to detail.
- Proactive in seeking new knowledge, building relationships and consulting with others.
- Ability to maintain enthusiasm and focus whilst working autonomously.
- A team player that is committed to the success of the team and the organisation