

Position description

Title of the role:	Support After Suicide Response Lead
Classification:	SCHADS Level 5
Schedule:	Schedule B
Program Area:	Support After Suicide- PostVention Services
Location:	Gippsland
Reports to:	Program & Practice Co-ordinator
Last Revised:	June 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

The Support After Suicide Postvention (SASP) Program provides support to individuals, families and communities bereaved by suicide through two complementary approaches — direct tailored support to those affected, and community development and education that builds local capacity to respond to suicide.

The program works to strengthen communities so that they are equipped and empowered to provide support to those bereaved by suicide. It does this by facilitating community-wide discussion about suicide, and by building community-based support networks that draw on lived experience and peer support to connect and sustain those who have been affected. The goal is resilient communities that can provide meaningful, localised support to bereaved individuals, families and groups — complementing rather than replacing existing support services

Position Summary

This unique role brings together intake, service navigation, counselling and community response into a single position - providing both direct care to participants who are bereaved by suicide and broader community development and education work across the Gippsland region. In doing so, the role establishes referral pathways across health, social and community services, and works with community groups to implement the Gippsland Suicide Response Community Guidelines through education and capacity-building programs.

Through its community development work, the role also contributes to suicide prevention — recognising that those bereaved by suicide are themselves at elevated risk, and that communities equipped to support bereavement are equally equipped to identify and respond to people at risk. In this way, this role sits at the intersection and will be a community leader in suicide postvention and suicide prevention in Gippsland, contributing to building a community that is connected, resilient and able to provide sustained support following a death from suicide.

The role forms part of the Gippsland Support After Suicide Postvention team, sitting within the broader Psychosocial Services program, and reports to the Program & Practice Co-ordinator.

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

Responsibilities

Key Functions	Key Performance Indicators
Direct Participant Support and Counselling	<ul style="list-style-type: none"> • • Build and maintain trusting relationships with individuals, families and community groups following a death from suicide • Deliver intake and risk assessments for individuals and families bereaved by suicide requiring individualised support

	<ul style="list-style-type: none"> • Support participants to develop and implement well-being plans and assist in identifying ongoing support needs of people referred to the program. • Provide individualised practical support to individuals and families following a death from suicide • Provide individualised counselling support drawing on evidence-based therapies and a flexible, person-centred approach • Navigate individuals and families to other services where their needs are best met elsewhere, advocating on their behalf to access appropriate support • Maintain accurate records and meet all reporting and administrative requirements including external PHN reporting • Maintain relationships with local service providers and first responders to support coordinated responses for individuals and families • Uphold professional, ethical and clinical governance standards in all aspects of service delivery
<p>Community Response and Capacity Building</p>	<ul style="list-style-type: none"> • Coordinate and lead an integrated community response to suicide incidents across the Gippsland region, providing guidance to first responders, community groups, organisations and the broader service system on safe and effective postvention practice • Implement the Gippsland Suicide Response Community Guidelines through education and capacity-building programs for community groups and organisations • Build and maintain relationships with community organisations, volunteer groups and first responders to support effective community responses and capacity-building activities • Establish and maintain referral pathways across health, social and community services to ensure individuals, families and communities can access the support they need • Identify the support needs of individuals, families and community groups and connect them to appropriate services and resources including peer work • Deliver community education and awareness activities that build local capacity to support those bereaved by suicide • Support community and stakeholder engagement activities in collaboration with senior staff • Represent Wellways and the SASP program at relevant stakeholder forums and networks across the Gippsland region • Support the development and ongoing evaluation of community engagement programs and initiatives

<p>Quality, Compliance and Continuous Improvement</p>	<ul style="list-style-type: none"> • Deliver safe, evidence-based counselling services in accordance with best practice approaches • Monitor and maintain quality of service delivery and data integrity • Manage incident reporting in accordance with relevant policies and legislation • Maintain clinical documentation in compliance with Privacy Principles and organisational requirements • Apply safe messaging guidelines in all community-facing activities related to suicide • Complete operational and administrative requirements including file notes, assessments, participant plans and record participant data on the same day in which the information is obtained • Provide reports, records and case studies on a regular basis and as required by the program and funding obligations • Maintain safe work practices and a safe and healthy environment in accordance with Wellways occupational health and safety policies, procedures and applicable legislation • Ensure adherence to Wellways policies and procedures and all relevant legislation and accreditation standards • Participate in service review and development activities including audits
<p>Team Effectiveness</p>	<ul style="list-style-type: none"> • Contribute to team effectiveness by engaging with colleagues with an ethos of collaboration, co-operation and mutual support • Support the ongoing development of an environment based on shared accountability, effective knowledge sharing and providing feedback • Manage and plan own work and monitor own work outcomes • Actively participate in team meetings, service planning sessions, performance development and review, and staff development activities • Participate in regular clinical supervision to support safe and reflective practice when working with individuals and communities bereaved by suicide • Actively build relationships and work collaboratively across Wellways
<p>Organisational Alignment</p>	<ul style="list-style-type: none"> • Ensure all supports are delivered within Wellways' Practice Frameworks and the Well Together Community Recovery Model • Actively work to ensure programs reflect the core values of Wellways and are reviewed to meet individual needs • Incorporate quality systems and standards to support continuous improvement • Establish and maintain effective relationships with other organisations

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<p>Qualifications & Essential Requirements</p>	<ul style="list-style-type: none"> • Bachelor of Social Work, Psychology or Counselling or relevant tertiary qualification. • Relevant experience • Current valid Driver’s License • Satisfactory National Police Records Check (within 12 months) • Working with Children’s Check • Right to Work within Australia • NDIS Workers Orientation Module Certificate <p>Desirable: Current registration or eligibility for registration with the Australian Counselling Association (ACA), Psychotherapy and Counselling Federation of Australia (PACFA), or Australian Association of Social Workers — Mental Health Accredited Social Worker (AASW MHSW), inclusive of professional indemnity insurance coverage through the relevant professional body</p>
<p>Technical Knowledge and Experience</p>	<p>Required:</p> <ul style="list-style-type: none"> • Knowledge of and experience working with people at risk of suicide or bereaved by suicide, including an understanding of safe messaging principles and postvention best practice • Experience conducting intake and risk assessments and developing wellbeing or support plans with participants • Experience in community development, stakeholder engagement or community education activities • Knowledge of and commitment to trauma-informed, person-centred and recovery-oriented practice • Understanding of and commitment to social inclusion, diversity and culturally responsive practice • Experience maintaining clinical records, preparing reports and meeting data and reporting obligations <p>Desired</p> <ul style="list-style-type: none"> • Demonstrated experience delivering counselling services in Australia, preferably in a mental health, grief, trauma or bereavement context

	<p>Practice and Clinical</p> <ul style="list-style-type: none">• Ability to apply evidence-based therapeutic frameworks flexibly and responsively to individuals and families in a bereavement context• Sound risk assessment skills and the ability to identify when to refer or escalate to appropriate clinical or emergency services• Reflective practice skills including the ability to use supervision effectively to develop and maintain safe practice <p>Community Engagement and Communication</p> <ul style="list-style-type: none">• Ability to engage and build trusting relationships with individuals, families, community groups and organisations• Ability to facilitate community education and awareness activities with diverse audiences• Effective verbal and written communication skills including the ability to prepare reports and case notes• Ability to liaise, consult and negotiate effectively with a broad range of stakeholders and service providers <p>Analytical and Problem Solving</p> <ul style="list-style-type: none">• Ability to identify individual, family and community needs and respond appropriately• Sound judgement and decision-making skills particularly in complex or high-risk situations <p>Information Technology</p> <ul style="list-style-type: none">• Proficiency in Microsoft Office Suite and client management systems
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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

Work Hours: To be negotiated

Wellways Organisational Chart

