

Position Description

Position Title	Community Care Coordinator – Lived Experience
Reporting To	Peer Practice Lead
Employment Status	Full time, Permanent
Classification	SCHADS Level 4
Team/Service	Perth Universal Aftercare
Direct Reports	N/A
Date	August 2026

PROGRAM OVERVIEW

[Perth Universal aftercare provides compassionate, holistic psychosocial support to people who have experienced a suicidal crisis or attempt. In Universal Aftercare the teams of Clinicians, Community Care Coordinators and Community Care Coordinators-Lived Experience in the program provide empathy and non-judgemental connection during this difficult time to people and their families and carers.

Universal Aftercare is delivered in the form of assertive outreach in the community for a period of up to three months. People accessing the program receive individually tailored support to people to connect them to both clinical and community-based services to meet their needs, while also enhancing connection to supportive local networks such as family, friends, peers and carers.

POSITION OVERVIEW

The Community Care Coordinator – Lived Experience (CCC-LE) draws on their own lived experience of distress, crisis, suicidality and/or suicide attempt and journey of healing to instil confidence and hope in others.

Guided by Intentional Peer Support (IPS) principles and the National Lived Experience Workforce Guidelines, CCC-LEs provide person-led emotional, social, and service support to people after a suicide attempt or experience of distress/suicidal crisis through short term, one on one, flexible psychosocial support and care coordination through assertive outreach. Support includes coordinating care with consumers, families and external stakeholders to navigate systems, services, and connection with supports available to them. CCC-LEs will build and maintain relationships with a number of stakeholders and community partners to facilitate holistic care for people accessing the service.

As well as purposeful use of personal lived experience, CCC-LEs draw on the broader collective Lived Experience history and social movements to explore and understand the impacts of stigma, discrimination and systemic harm. In their work, they emphasise connection, mutuality and shared power and play a pivotal role in continuous service improvement by integrating and elevating lived experience perspectives.

Drawing on strong relational and self-reflection skills, CCC-LEs apply the Lived Experience perspective to individual relationships, team processes, and service collaborations. As key members of transdisciplinary teams, CCC-LEs compliment and enrich the knowledge and skills of staff from other disciplines and the care provided to consumers.

To support practice and professional growth, CCC-LEs engage in practice development sessions, supervision, co-reflection, and community of practice. These structures nurture confidence, connection, and the development of practice skills.

THE POSITION

Key position Responsibilities, Duties and Accountabilities

- Work within Neami's Collaborative Relational Practice (CRP) Framework and IPS principles (training provided).
- Provide one-on-one peer support, intentionally and purposefully sharing lived experience with consumers and drawing on relational practice skills to build mutual relationships of curiosity, trust, mutuality with consumers following a suicide attempt or experience of distress/suicidal crisis
- Provide support that is trauma-informed, culturally responsive, safe and appropriate and that supports consumers to make sense of and transform distress.
- Respond to referrals into the service and provide short-term, psychosocial outreach support determined by individual need.
- Provide outreach, one-on-one service navigation, coordination and guidance to explore and connect with appropriate clinical and social networks identified by participants to support recovery following a suicide attempt or experience of significant emotional distress/suicidal crisis
- Draw on relational practice skills to validate, relate, and support consumers in recognising and developing their unique strengths and what they want to move towards, fostering hope, resilience, community connections, autonomy, and self-advocacy.
- Co-create safety with the consumers, including engaging additional services/supports or emergency response where required.
- Support the consumer to apply emotional regulation skills and utilise de-escalation techniques to support consumer safety where required.
- Connect consumers with other services, resources and peer networks to address unmet needs and barriers plus facilitate warm referrals and service navigation.
- Provide follow up contact with consumers who have exited the service to ensure they continue to have access to the supports that facilitate ongoing care.
- Work closely with other health professionals in order to deliver the best possible comprehensive and integrated service to consumers and ensure continuity of care, including engagement with the individuals GP, or in the case where there is not a regular GP, linking them with one where agreed to by consumer.

- Work in partnership with relevant government and non-government service providers and community groups to support consumers in creating a support network.
- Collaborate with the consumers chosen support networks including carers, families and other supports, in providing information, resources and culturally appropriate support where required.
- Participate in Lived Experience specific Community of Practice and Peer Co-Reflection spaces, alongside regular line management and service team reflective practice
- Provide insight using the Lived Experience lens to support best practice, continuous improvement, and change in thinking or approach.

Records Management

- Ensure records management obligations are met, in accordance with Neami National policies and procedures. This includes the retention of hardcopy and/or electronic records and ensuring files are accurate and kept up-to-date.
- Commitment to understand service consumer data requirements and to collaborate with consumers to gather relevant data.
- Consideration of individual and aggregated consumer data to inform practice and continuous service improvement.

ORGANISATIONAL ACCOUNTABILITIES

- Act at all times in accordance with the Neami National Code of Ethics.
- Work in accordance with Neami National policies and procedures, including adhering to policies on Privacy and Confidentiality and Records Management
- Follow safe work practices for self and others and comply with Neami National Occupational Health and Safety management processes
- Ensure risks are identified, reported, documented and appropriately managed in accordance with Neami Group policies to ensure safe and effective services.
- Proactively work towards achieving individual and team goals, whilst demonstrating Neami National core competencies and values
- Actively engage in Professional Development opportunities and embrace learning opportunities
- Take an active role in promoting and generating quality improvements processes within your area of responsibility and more generally across the organisation
- Have a commitment to promoting a diverse and inclusive environment for all staff, consumers and carers.
- In addition to the position description accountabilities, all staff are expected to undertake any reasonable tasks as directed
- Work in line with Neami Credentialling and Scopes of Practice Policy and related procedures, including working within your individual scope of practice

THE PERSON

Experience, Knowledge, Qualifications, Skills and Attributes

Essential

- Personal lived/living experience of distress, crisis, suicidality and/or suicide attempt and journey of healing and ability to apply learnings as your primary way of working
- Ability to establish and maintain positive working relationships with partner agencies and organisations to strengthen community-based prevention and intervention initiatives.
- Strong emotional resilience including the ability to sit with discomfort, distress and people in crisis.
- Experience (personal or professional) liaising with external service providers, including specialist mental health services, GP's and other community-based services and organisations.
- Ability to establish respectful professional relationships that have clear boundaries with consumers, staff and partner organisations.
- Sound understanding of the personal, family, and social factors associated with suicidal ideation and attempts, including awareness of groups identified to be at increased risk of suicide.
- Demonstrated ability to work autonomously with minimal supervision and to respond to complex or competing tasks in a timely way.
- Excellent verbal and written communication skills plus computer literacy.
- A valid Working with Children Check.
- A Valid Drivers Licence

Desired

- Intentional Peer Support core training, Cert IV Mental Health Peer Work, Hearing Voices training, or similar.
- Previous experience in a designated Lived Experience role.

ACKNOWLEDGEMENT OF POSITION DESCRIPTION

This position description is current at date of approval. It may change from time to time to reflect operational needs and changes to organisational reporting relationships.

By signing your employment agreement, you acknowledge that you have read, understood and accept the responsibilities and accountabilities as outlined above in this position description.