

Position description

Title of the role:	Support Coordinator
Classification:	SCHADS Award Level 4, Schedule B
Program Area:	The Way Back Support Service
Location:	Cairns
Reports to:	Team Leader
Last Revised:	March 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 interaction
- We show care 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 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 build their wellbeing and to live independently. The model provides an evidence-based approach to create individually tailored, effective 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 Way Back Support Service is a non-clinical support service focused on providing practical psychosocial support to people experiencing a suicidal crisis or who have attempted suicide.

Support is provided for up to three months and targets those at the highest risk through referrals following hospital presentations or through specialist mental health services

Wellways works in partnership with NQPHN and CHHHS to deliver the Way Back Support Service in the CHHHS region.

The primary purpose for The Way Back Support Service – Support Coordinator is to provide non-clinical care and practical supports to individuals in the first three months following a suicide attempt and/or suicidal crisis.

In particular, Support Coordinators will:

- Work collaboratively with clients with a recovery or strengths-based approach to formulate, implement and review support plans, needs assessment and safety plans.
- Works collaboratively with clients to monitor progress through completion and review of outcome measures.
- Participates in intake and assessment processes with referral partners.
- Implements practices to maximise engagement of people referred to the service, especially from harder to engage groups.
- Ensures interactions with diverse clients are culturally appropriate.
- Assists clients to connect with health, clinical and community-based support services as outlined in the hospital discharge plan and wellbeing plans.
- Ensures client rights, confidentiality and self-determination within a context of safety planning and risk mitigation.
- Effectively manages information sharing with other service providers, where relevant and/or required.
- Keeps electronic client information records updated and ensure an accurate record of activities are maintained.
- Undertakes monitoring, reporting and evaluation activities.

Under the support and direction of the Team Leader, the role forms part of the Cairns team and works with the team and other key stakeholders in the ongoing development and effective implementation of the Cairns regional and program plans.

Refer to Attachment 1 for a reference to the overall Wellways organisation structure and for the relationship lines in context of the role.

Responsibilities

Key Functions	Key Performance Indicators
Rehabilitation Services Providing direct support to participants within the framework of the organisations policy and procedures, all applicable legislative standards and any relevant accreditation standards.	Working in the context of the individual, family and community, The Way Back Support Coordinator, will be expected to: • Provide individualised practical support to individuals and their carers/families for three months following a suicide attempt and/or suicidal crisis • Engage participants and develop professional and trusting relationships • Participate in intake and assessment processes required • Work collaboratively with participants to formulate, implement and review support/wellbeing plans including a comprehensive assessment of need and safety planning, using key assessment and outcomes measurement tools • Implement individualised participant plans - through the monitoring of strategies to meet stated goals with each participant focusing on skill and knowledge development while working towards recovery • Work actively with participants to support their exit from the program and assist in building longer term support networks in the community • Implement practices to maximise engagement of people who have attempted suicide, in particular vulnerable groups who are at high risk of suicide • Assist participants to connect with health, clinical and community-based support services • 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

Team Effectiveness Working as an active member of the program team to ensure the achievement of program goals and the application of best practice frameworks.	This will include: • Working as part of the team on the basis of an ethos of collaboration, co-operation and mutual support • Support for, and on-going development of, an environment based on shared accountability and effective knowledge sharing • Co-operating with all team members in order to ensure continuity of care and the provision of an exceptional service • Actively participating in team meetings, service planning sessions, PDR supervision and staff development activities • Actively participate in regular clinical supervision • Working with all consortium members (NQPHN and CHHS) to deliver high quality service and achieve program objectives.
Organisational Alignment Contributing to the effective operation and on-going development of the program offer to ensure that the program reflects Wellways values, best evidence-based practice and demonstrates innovation	This will be achieved through on-going contribution and awareness ensuring that: • The programs provided reflect the core values of Wellways • Consumer needs are reviewed to ensure an effective service delivery. • Quality systems and standards are subject to on-going development to support enhanced program delivery • Effective relationships are established and maintained with other organisations
Stakeholder Engagement Working with the wider community and key stakeholders to support value adding participant outcomes	• Participating in program promotion and maintaining appropriate linkages with other community agencies, clinical services and other Wellways programs • Participating in the delivery of community education in relation to mental health • Representing Wellways in a variety of settings, including other agencies, members, participants, carers and families to raise awareness of mental illness issues at the local level and to 'market' the organisation regionally • Assisting in the support of volunteers and students

Essential Requirements, Knowledge, Experience and Skills

Qualifications & Essential Requirements	• Relevant qualifications or commensurate experience in working in the mental health or community services sector, generally a minimum of Certificate IV qualification • Current valid Driver's License and the ability to undertake some travel and be away from home overnight • Appropriate IT skills • Satisfactory National Police Records Check • Current Working with Children Check – QLD Blue Card • Right to Work within Australia • Proof of identity • NDIS Worker Screening Check • NDIS Workers Orientation Module Certificate – Quality Safety and You
Technical Knowledge and Experience	• Demonstrated experience and or transferable skills/ knowledge in working with people with mental health conditions • Experience in working with people bereaved through suicide or experience in dealing with severe personal trauma • An understanding of the biopsychosocial model of mental health and how social inclusion principles are applied to service delivery • Demonstrated ability to operate in a way that ensures maximum participation of participants and their families/carers • An ability to participate in effective partnerships including liaison, mediation, negotiation and consultation • An ability to work with culturally and linguistically diverse communities and individuals • Commitment to best practice Desirable: • Lived experience of mental health condition and or suicidal crisis • Prior experience of case management of individuals and families under stress • Prior experience in the delivery of community education and capacity building initiatives • Fluency in other languages

Skills	Communication • Effective communication skills, verbal and written Interpersonal • Strong skills in developing and maintaining relationships with staff and other key stakeholders. • Able to see things from others point of view and confirm understanding of that point of view. • Able to express personal views in a constructive and diplomatic manner. • Able to reflect on how one's own emotions impact on others. Organising and Planning • Able to identify more and less critical activities and operate accordingly, reviewing and adjusting as required. • Able to develop and implement systems and procedures to guide work and track progress. • Able to recognise barriers and find effective ways to deal with them. • Able to identify processes, tasks and resources required to achieve a goal Self-Management • Able to plan and prioritise work to ensure outcomes are achieved. • Takes the time to think things through. • Able to anticipate one's own reactions to situations and prepare accordingly. Information Technology • Familiar in Microsoft Office Suite • Comfortable with learning/using 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: n/a

Travel Percentage: As Required

On Call: n/a

Special Requirements: n/a

Attachment 1

