

Position description

Title of the role:	Suicide Prevention Community Development Coordinator
Program Area:	Mental Health Programs - Suicide Prevention
Location:	Townsville, Mackay and surrounds
Classification:	SCHADS Level 6
Reports to:	Suicide Prevention Manager Queensland
Last Revised:	August 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

The primary purpose of each Suicide Prevention Community Development Lead is to co-develop and lead the Suicide Prevention Community Action Plan work (SPCAP) across Townsville, Mackay and surrounding regions in consultation with the key stakeholders in the local community.

This role will take a systems-based approach to suicide prevention. Applying contemporary suicide prevention frameworks and policy, in particular, the Black Dog Institute LifeSpan Framework, the role will facilitate the development, implementation and review of a shared vision of activities for each community in relation to suicide prevention priorities.

The role will play a key role in ensuring the successful delivery

Utilising a collective impact approach, the Suicide Prevention Community Development Lead will deliver suicide prevention coordination across the region including facilitating inclusive engagement activities and co-design processes with diverse stakeholders including individuals with lived experience of suicide and Aboriginal and Torres Strait Islander populations. The SPCAPs aims to raise awareness about mental health and suicide prevention across the regions and seek to reduce the number of people experiencing significant distress and suicide attempts/deaths in the community.

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

Key Responsibilities

Key Functions	Key Performance Indicators
Stakeholder Engagement	• Develop strong partnerships across the regions to enable a coordinated systems-based approach to suicide prevention. • Develop and maintain stakeholder and community relationships to support suicide prevention initiatives, education and activities. • Facilitate inclusive engagement activities and co-design processes with diverse stakeholders including individuals with lived experience of suicide and Aboriginal and Torres Strait Islander populations. • Facilitate rural and remote initiatives through engagement with a range of communities and stakeholders. • Support co-design by valuing lived experience and working collaboratively with consumer and carer stakeholder groups. • Support and participate in SPCAP stakeholder meetings across the region.

Community & Resource Development	• Co-develop, implement and review the SPCAP of a shared vision and actions for various communities in relation to suicide prevention activities. • Identify key community members who members of the target cohort/s would likely approach if they were experiencing distress or suicidal ideation to be community gatekeepers. • Undertake community-led suicide awareness activities which promote community gatekeepers and raise suicide awareness generally. • Provide guidance on collective impact and system-based approaches to stakeholders. • Support communities in considering sustainability in any initiatives that are developed through collective action. • Support the development of local gatekeeper networks to support information sharing, peer support and local initiatives.
Program Coordination	Co-ordinating all program resources within the framework of the organisations policy and procedures, all applicable legislative standards and any relevant accreditation standards, including: • Employee recruitment, including student placements (where applicable), using Wellways standard employment processes, ensuring that each employee is appropriately orientated, supported, supervised and developed • Working with internal and external stakeholders to ensure the on-going development of quality systems and standards to support program objectives and continuous quality improvement overseeing effective and timely data collection. • Ensuring the operational and administrative requirements of the service are met including the completion of NQPHN reports, OH&S reporting, fleet management, finances, purchasing, and other such requirements • Support Lived Experience Representations involved in the SPCAP
Team Effectiveness	• Actively participate in regular supervision and commit to a Wellbeing at Work plan. • Promote the program and Wellways in accordance with our vision, mission and values. • Supporting an effective team based on an ethos of collaboration and co-operation and mutual support • Leading a team culture that is based on shared accountability and shared experiences and knowledge • Role modelling Wellways values and behaviours to ensure the success of the SPCAP work • Monitoring the risk profile within areas of responsibility and making recommendations and taking action to ensure that risk management strategies are developed and implemented e.g. grievance and dispute resolution activities

People Management and Development	Supporting team members' professional development in line with organisational values and Wellways Strategic Plan: • Effective co-ordination of program employees including identifying current and projected knowledge, skills and employees required for delivery of the organisation's strategic plan • Implement effective formal supervision, professional development, and performance development reviews in accordance with Wellways policy and procedures • The development of frameworks to support change and people management within the program. • The identification, management and / oversight of projects as required to address current and future organisational support needs of Wellways • Recognise and reward excellence and innovation; celebrate successes • Listen to people and ensure they feel safe and respected in the workplace • Leading and supporting an effective team-based ethos of collaboration, co-operation and mutual support • Leading an environment based on shared accountability and effective knowledge sharing
Evaluation & Reporting	• Design robust data collection methods to measure and evaluate collective impact. • Undertake evaluation of trained community gatekeepers to measure how effective gatekeepers feel about their suicide prevention skills. • Responsible for the completion of all reporting including quarterly performance reports, action registers and stakeholder review reports as required by the NQPHN.
Quality	• Identify and instill best practice, processes and systems and drive continuous improvement environment • Ensure effective and consistent communication with partners, and local community • Implementing and ensure effective work health and safety adherence to all legislative requirements

Essential Requirements, Knowledge, Experience and Skills

Qualifications & Essential Requirements	• Extensive experience in Community Development and/or Suicide Prevention. • Relevant qualifications or commensurate experience in working in the mental health or community services sector, generally a minimum of Diploma qualification. • Experience with program planning, development coordination and delivery. • Experience with data collection and reporting, including the ethical handling of data. • Current valid Driver's Licence and the ability to undertake significant travel for the role including overnight stays in rural locations. • Appropriate IT skills, including knowledge of and experience with Microsoft Office Suite. • Blue Card and NDIS Workers Screening Check(must have prior to commencement) • Right to Work within Australia and 100 Point ID • Satisfactory Police Records Check • International Police Check (if applicable) • NDIS Worker Orientation Module Certificate – Quality Safety and You
Technical Knowledge and Experience	• Have an understanding of contemporary suicide prevention frameworks and policy, in particular, the Black Dog Institute Lifespan Framework. • Being an accredited Mental Health First Aid Trainer is desirable. • Preferred Cert IV in training and assessment • Knowledge of collective impact and system-based approaches. • Comprehensive knowledge of personal, family and social groups associated with suicidal ideation and attempts, including with groups identified to be at increased risk of suicide or experiencing a suicidal crisis. • Knowledge of current trends and practices in educational and community development suicide prevention work. • Knowledge and understanding of suicide risk within both local, state and national context. • Knowledge of key organisations/peak bodies in the suicide prevention and mental health sector. • Experience in managing projects in community/community development context. • Experience in working with people who may have been impacted by suicide or social emotional wellbeing concerns. • Prior experience in developing important community and stakeholder relationships with a focus on mental health and/or suicide prevention. • Experience consulting and working collaboratively with communities and other stakeholders. • Experience in the delivery of community development, education and capacity building initiatives. • Experience in managing budgets.

Skills	Communication: • Effective communication skills with people from a variety of backgrounds, including regional and remote, Aboriginal and Torres Strait Islander, LGBTQI+ and CALD communities. • Highly developed verbal and written skills, including the ability to write high level reports, develop data collection processes and evaluate data. • Ability to build strong community networks utilising a grass root approach. • Highly effective communication skills in relation to mental health and suicide prevention safe messaging. • Ability to liaise with external partners and stakeholders including GP's, local businesses and other relevant NGOs and Government organisations. Interpersonal: • Demonstrated empathy and treats all people with dignity and respect. • Ability build and maintain working relationships with various levels of organisations including senior leadership and executives. • Able to work in partnership with individuals from trauma informed perspective, their families and friends, as well as other members of staff and external stakeholders such as clinicians and primary health care providers and people with lived experience. • Able to work in an inclusive manner incorporating community and stakeholder feedback. Strong empathy and ability to work from strengths based, hope and recovery-based frameworks. Leadership • Demonstrated ability in developing and managing people in a way that ensures maximum participation and potential. • Ability to set clear expectations, monitor progress, and manage performance issues promptly and constructively. • The ability to seek innovative, action-oriented solutions. • The ability to identify potential issues and setbacks and guide colleagues to optimise outcomes. • Perceptive, intelligent and able to reason through problems. • Trusting of one's own ability and being able to listen to and consider constructive feedback and reflect on one's actions in a balanced way. • Demonstrated ability to handle conflicts professionally, maintaining respect for diverse viewpoints and fostering a collaborative environment. Organising and Planning: • Ability to be able to project plan, manage bookings, schedule meetings and trainings. • Demonstrated ability to be able to actively market and promote suicide prevention activities and trainings. • Accurately upload data and reports to the appropriate database or other
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	system, within specified timeframes. • Accurately record information as it relates to the program. • Prioritise processes, tasks and resources required to achieve goals, and then implement them to achieve the required outcomes. Self-Management: • Understanding of, and adherence to, professional ethics and boundaries. • Demonstrate self-reflective practice, able to identify areas for further professional or personal development, as well as actively participate in regular supervision. • Ability to work alone, off site and independently. Information Technology: • Competent in Microsoft Office Suite • Ability to use and learn new systems where required Analytical skills: • Able to demonstrate strong analytical and decision-making skills to support effective program design and evaluation, effective allocation of resources to achieve key objectives and strategic planning activities. Strategic planning: • Participate and contribute to planning activities • Highly motivated, independent thinker who is comfortable making and supporting strategic recommendations • The ability to establish an integrated perspective of the organisation's services and identify suitable opportunities that will add value to the organisation as a whole
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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: 1

Travel Percentage: As Required

On Call: As Required

Special Requirements: n/a

