



POSITION DESCRIPTION

POSITION DETAILS:

Position Title:	Community Development Worker
Classification:	SCHCADS Award Level 4/5
Reports to:	Coordinator / Manager
Employment Type:	Permanent part time – 22.8 hours per week

STANDBY Support After Suicide Service & UNITED SYNERGIES

The **StandBy Support After Suicide Service** is Australia's leading suicide postvention program dedicated to supporting people and communities affected by suicide. StandBy was established in 2002 by United Synergies and currently operates in numerous communities across Australia. StandBy has considerable experience in the provision of postvention support in a range of communities and contexts and is nationally and internationally recognised.

United Synergies is a not-for-profit organisation that started in 1989 to help address homelessness in Noosa. We have grown substantially since then and now work across South East Queensland making a difference to people in intense crisis nor emotional distress.

StandBy is managed by United Synergies. Reflected in the work StandBy carries out within the communities it supports is the United Synergies vision "to create safe, inclusive and supportive communities".

Our values drive our decision making and are integral to who we are and what we do: StandBy is underpinned by the three-step philosophy used to support individuals who are grieving, which was developed by Associate Professor Judith Murray:

1. **Respect** for the bereaved, their loved ones and the experience itself
2. **Understanding** of the grief the individual is experiencing
3. **Enablement** - The role of the helper is to support and enhance the normal healing of grieving, not to "cure".

Lead Organisation – APMHA HealthCare Ltd

United Synergies has contracted APMHA HealthCare Ltd (APMHA) to deliver the StandBy program in the Murray PHN region.

APMHA HealthCare Ltd (APMHA) was established as a Not For Profit company in July 2019 and has evolved from the Victorian Primary Mental Health Alliance Pty Ltd. The change to a Not For Profit entity better reflected the values and benevolent focus of APMHAs mental health programs for under-served, priority populations.

APMHA provides intake, triage, allocations and clinical mental health services to a variety of funders through nominated program streams across Australia. Our focus primarily evolves around primary mental health care.

APMHA is governed by a Board of Management and our partners and clients include governments, community health services, PHNs, private mental health practitioners, community and private sector organisations and peak bodies.

APMHA has three critical Board Committees which provide an avenue for input and advice by the staff and senior leadership team into strategy and business development.

APMHA HealthCare's corporate office in Flemington, Victoria and supports local services in various locations across Australia, primarily Victoria and NSW.

Our funders and partners are Primary Health Networks, State and Federal Government, private companies and other Not for Profits.

Our Values:

 <p>People with lived experience</p> <p>People with lived experience are the heart and soul of our Company. They are the reason we are here and we are honored to walk alongside them.</p>	 <p>Collaborative Leadership</p> <p>We believe in the power of working together in a collaborative way. Every function and every role is as important as each other.</p>	 <p>Community</p> <p>We are proud to work closely and be part of all communities we work and live in. We embrace and welcome all cultures, diversity and individuality.</p>
<p>At APMHA we don't just value diversity we celebrate it. We are committed to providing an inclusive working environment that embraces all individuals.</p> <p>Our Vision is to be the leading primary mental health service across Australia. We will achieve this through a commitment to embrace and live our Values</p>		
<p>Integrity</p> <p>We do what is right. We are honest and ethical, worthy of trust of others. It is the price of entry to our Company and will guide our decision making.</p> 	<p>Innovation through passion</p> <p>Passion and creative thinking inspires innovation in our service delivery. We seek and value team input into service improvement which provides meaningful benefits to our clients</p> 	<p>Respect</p> <p>Respect guides the way we operate at all levels, with clients, partners, funders, stakeholders, the community and our staff.</p> 

POSITION SUMMARY

The StandBy Murray Community Development Worker works under the direction of the StandBy Murray Coordinator who is located at APMHA HealthCare's Shepparton office.

The role will assist with coordinating the StandBy program across the Murray Primary Health Network (PHN) region, as directed by the Coordinator. Regular travel around the region is a requirement of this position that is located at APMHA HealthCare's Shepparton office – Alaya House.

The responsibilities include

- supporting people bereaved or affected by suicide,
- assisting with community engagement, community education, training and promotional activities, and
- assisting with effective functioning of the StandBy Murray Crisis Team.

The role requires regular travel to engage and support regional and rural communities across the Murray PHN region.

There are two Community Development Positions in the Murray PHN region – Position One below is the position advertised (Please refer to the attached map):

- Position one –covering NW and Central Vic Murray region – **Position filled**
- Position two – Shepparton based covering GV & NE Murray Region – **Position vacant**

EXPERIENCE, QUALIFICATIONS and OTHER REQUIREMENTS

Qualifications and/or experience that meet SCHCADS Award – Level 4/5

- Relevant qualifications or substantial experience in a relevant allied health or community services discipline including psychology, mental health, social work or counselling;

An understanding of and experience in suicide postvention service provision and associated issues, bereavement and/or related disciplines such as trauma, grief and loss with demonstrated evidence of sector engagement, community development and partnerships.

Demonstrated ability and underpinning knowledge to:

- Demonstrated ability, exceptional skills, knowledge and outcomes attained through previous appointments, service and/or study with a combination of experience, expertise and competence sufficient to perform the duties required at this level.
- Support people, families and groups in crisis and/or affected by traumatic events using psychological first aid or crisis intervention approaches.
- Effectively promote the benefits of the StandBy program.
- Promote cultural safety and sensitively work with and/or support people from diverse backgrounds, abilities, ages and genders.
- Present community education workshops and speak at public events/meetings.
- Engage communities utilising community development values and frameworks.
- Undertake high level thinking and tasks prioritisation.
- Assist with the following at times when directed by the Coordinator:
 - Initiating, planning and implementing activities or short-term projects.
 - Engaging/working collaboratively with individuals, stakeholders and groups.

- Coordinating the StandBy Murray Crisis Team.
- Collecting evaluative feedback.
- Inputting and analysing data in various database programs.
- Assist the Coordinator with the coordination of the StandBy Murray Advisory Group.
- Hold a current Victorian drivers licence.
- Hold a current Victorian Working with Children Check.
- Hold a current National Police Check
- Applied Suicide Intervention Skills Training (ASIST) is desirable (however preferred applicant will be supported to obtain upon recruitment)
- Regular travel throughout the region is a requirement of this position.
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RESPONSIBILITIES

Program Specific

- Ensure quality delivery of the StandBy program in line with the StandBy Model;
- Provide and/or coordinate a 24 / 7 suicide crisis response postvention service across the Standby Murray Region. This may include responsibility for the management of service provision outside business hours and provision of service during business hours management of crisis mobile phone, responding to enquiries, and ensuring the service is inclusive to diverse groups bereaved through suicide;
- Assist the Coordinator in the management and oversee the recruitment and coordination of a pool of competent and qualified crisis response team members in the StandBy Murray region whilst ensuring collaboration with the National StandBy team in provision of training per the StandBy Manual
- Assist the Coordinator in the provision of operational performance, support and development (PSD) as per our internal policy to the Crisis Response team members.
- Manage and undertake community education, facilitate workshops and promote StandBy to develop integrated responses to suicide in various areas of the region;
- Support the coordinator to maintain information and advice to the Regional Advisory Committee that provides strategic guidance and supports the StandBy service.
- Support the Coordinator and other members of the StandBy team as relevant. This includes participating in all scheduled communication processes and professional development and assisting in evaluation processes;
- Maintain accurate statistical information as required and submit reports in line with Coordinator and National StandBy Response Service requirements;
- Support the Coordinator in the development and maintenance of Service Specific Operational Documentation for the management of service delivery of the program in accordance with Organisational, Contractual and legislative frameworks;
- Ensure compliance with overall service delivery requirements and ensure service accountabilities and client outcomes are delivered;
- Maintain relevant industry knowledge, strategies and initiatives, and an awareness of the needs and interests of clients;

- Engage and work collaboratively with relevant individuals, stakeholders and groups of diverse backgrounds, abilities, ages and genders. Champion the voice of 'Lived Experience'.

Administrative and General Duties

- Participate in regular PSD sessions with the Line Manager and external supervision as required.
- Participate in staff meetings, training sessions and other network meetings as appropriate within budgetary considerations.
- Participate in training and professional development relevant to APMHA HealthCare Ltd.
- Perform other duties as directed that are within the limits of the employee's skill, competence and training and the scope of the employee's award classification.
- As an employee, work in a healthy and safe manner and encourage others to do the same; comply with all warning and safety signage; report or rectify any unsafe conditions; adhere to workplace health and safety policies and procedures

SELECTION CRITERIA

The essential qualifications and experience required to successfully fulfil the responsibilities of this position are listed below.

To be considered for this position, all applicants must provide specific information and/or examples of how they can meet each of these criteria in their application.

- Knowledge of community development frameworks and values, suicide, crisis, trauma, grief, and loss.
- Possession of relevant tertiary qualifications and considerable demonstrated knowledge and skills in working with people bereaved through suicide and/or dealing with severe personal trauma.
- Demonstrated, well developed interpersonal and communication skills, both written and verbal, including public speaking, facilitation, consultation and the ability to work effectively both as part of a team and with a broad range of stakeholders.
- Experience and skills in critical response management including on-call team coordination, crisis counselling, trauma response and self-care management practices.
- Demonstrated knowledge and skills in, and a proactive approach to community development practice; including knowledge of local community infrastructure and networks
- Ability to undertake collaborative activities, manage community based projects including planning and evaluation.
- Ability to work autonomously or with limited guidance.
- Ability to operate Windows applications as an intermediate general level, including the following Microsoft applications: Word, PowerPoint, Outlook, Excel, and demonstrated experience in working with a national database.

MURRAY STANDBY REGIONS AND SUBREGIONS



I have read and understood the contents of this position description and in signing below agree to be bound by the terms and conditions contained within the Contract.

Please retain one copy of this description for your records.

I accept the position description as stated and understand that the position description may need amending and updating periodically due to changes in responsibilities and organisational requirements. Changes to position descriptions will be in accordance with the position classification and consistent with the purpose for which the position was established.

Name:

Signature:.....

Date:.....