



Position Description

POSITION DETAILS:

Position Title:	StandBy Coordinator
Classification:	SCHCADS Award Level 6
Reports to:	Manager
Employment Type:	Permanent – 38 hours per week
Location:	Shepparton (or within the Murray PHN region)
Lead Organisation:	APMHA HealthCare Ltd.

STANDBY Support After Suicide Service & UNITED SYNERGIES

StandBy Support After Suicide Service is one of Australia's leading suicide postvention programs dedicated to assisting 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:

- **Respect** for the bereaved, their loved ones and the experience itself
- **Understanding** of the grief the individual is experiencing
- **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 HealthCare) to deliver the StandBy program in Murray PHN region.

APMHA HealthCare is a national not-for-profit company that specialises in primary mental health care service delivery. It was established in 2015 as the then Victorian Primary Mental Health Alliance trading as the Australian Primary Mental Health Alliance, (APMH Alliance) as the trading name for the Victorian Primary Mental Health Alliance Pty Ltd.

APMHA HealthCare is based upon the strategic alliances and partnerships of primary mental health clinicians and organisations across Australia. We offer employed, secondment and sub-contract arrangements for a clinical and non-clinical workforce that provides a national footprint of highly qualified mental health professionals across Australia. Our large network of

clinicians works virtually as a collaborative team, bringing together clinicians to enhance program reach and depth to those clients who need support the most.

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:



People with lived experience
 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.

Collaborative Leadership
 We believe in the power of working together in a collaborative way. Every function and every role is as important as each other.

Community
 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.

Integrity
 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.

Innovation through passion
 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.

Respect
 Respect guides the way we operate at all levels, with clients, partners, funders, stakeholders, the community and our staff.

At APMHA we don't just value diversity we celebrate it. We are committed to providing an inclusive working environment that embraces all individuals.

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

POSITION SUMMARY:

The StandBy Coordinator is responsible for coordination of the StandBy Service across the Murray Primary Health Network region by working collaboratively with APMHA’s intake team and closely with emergency and community responders. This includes coordinating, overseeing and delivering support for people bereaved or impacted by suicide, community engagement and education, as well as leading the StandBy team.

Regular travel around the region is a requirement of this position.

REPORTING RESPONSIBILITY

The position is based at APMHA HealthCare’s Shepparton office – Alaya House and reports to the Gary Bourke, StandBy Manager and GM Population Health and Planning (at APMHA).



The Coordinator maintains a direct working relationships with APMHA's Clinical Team and StandBy National Partnerships Coordinator.

Experience, Qualifications and other Requirements

- 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;
- Skills and qualifications that meet SCHCADS Award – Level 6;

Prerequisites:

- Relevant qualifications or substantial experience in a relevant allied health or community services discipline including psychology, mental health, social work, social science or counselling with current registration with relative professional body;
- 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.
- Applied Suicide Intervention Skills Training (ASIST) is desirable (however preferred applicant will be supported to obtain upon recruitment);
- Hold a current 'C' class driver licence in Victoria;
- Hold a current Working with Children's Check
- Hold a current National Criminal Check
- Engaged in regular formal supervision
- Updated CV
- Commitment to ongoing currency of practice by attending regular CPD.
- All staff are required to comply with legislation including Workplace Health and Safety, Privacy and Equal Employment Opportunity, service agreement and Quality Management System requirements
- Regular travel throughout the region is a requirement of this position.

RESPONSIBILITIES

Program Specific

- Ensure quality delivery of the StandBy program in line with the StandBy Model;
- Ensure notifications and support requests are responded to sensitively and in accordance with the StandBy model;
- Manage and oversee the recruitment and coordination of a casual Crisis Team;
- Oversee the use of external supervision per the StandBy Professional Supervision Framework;
- Manage and undertake community education and facilitate StandBy workshops, following asset-based community development principles, across the entire region;
- Maintain, facilitate and provide administrative support for StandBy Murray Advisory Group that meets quarterly;
- Seek guidance from, collaborate with and receive program specific oversight, mentoring and support from the National StandBy Partnership Coordinator and other members of the National StandBy team as relevant;



- Collaborate with the dedicated Line Manager to receive operational support;
- Input data into the StandBy database in a timely manner and analyse data to identify inaccuracies. Complete all relevant reporting requirements;
- Maintain a high level of knowledge/skills of best practice relating to suicide postvention;
- Engage and work collaboratively with relevant individuals, stakeholders and groups of diverse backgrounds, abilities, ages and genders. Champion the voice of 'Lived Experience'.

Coordinator Duties

- Provide operational performance, support and development (PSD) as per our internal policy to the Community Development Workers and Crisis Team;
- Participate in the evaluation / reporting as determined by the funding body and Line Manager;
- Prepare program work plan's outlining key objectives, strategies, timelines and performance indicators for the program in accordance with organisational, contractual and legislative requirements;
- Ensure compliance with overall service delivery requirements and ensure service accountabilities and client outcomes are delivered;
- Manage budgets, delegations, policy adherence and other performance measures for the Program as required;
- Managing personal self-care.

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.

1. Possession of relevant tertiary qualifications and considerable demonstrated knowledge and skills in the areas of suicide, bereavement and/or related disciplines such as trauma, grief and loss. Demonstrated history of working with people bereaved through suicide and/or dealing with severe personal trauma.
2. 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
3. Experience and skills in critical response management including on-call team coordination, crisis counselling, trauma response and self-care management practices.

4. Demonstrated knowledge and skills in, and a proactive approach to community development practice; including knowledge of local community infrastructure and networks.
5. Ability to undertake collaborative activities, manage community based projects including planning and evaluation.
6. Ability to build and foster strong working relationships and to work autonomously and as part of a broader team.
7. Sound computer skills with 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: / /