

LGBTQIA+ Community Partnerships & Engagement Officer

Support After Suicide

About Jesuit Social Services

Jesuit Social Services is a social change organisation working to build a just society where all people can live to their full potential. We do and we influence. We accompany people and communities to foster and regenerate the web of relationships that sustain us all – across people, place and planet; and we work to change policies, practices, ideas and values that perpetuate inequality, prejudice and exclusion.

Our Vision

Building a Just Society

Our Mission

Standing in solidarity with those in need, expressing a faith that promotes justice.

Our Values

- Welcoming – forming strong, faithful relationships
- Discerning – being reflective and strategic in all we do
- Courageous – standing up boldly to effect change

Our Purpose

We work to build a just society where all people can live to their full potential – by partnering with community to support those most in need and working to change policies, practices, ideas and values that perpetuate inequality, prejudice and exclusion.

Position details

POSITION TITLE:	LGBTQIA+ Community Partnerships and Engagement Officer
PROGRAM:	Support After Suicide
LOCATION:	Richmond / Hybrid
REPORTING RELATIONSHIPS:	This position reports directly to Support After Suicide General Manager This position has line management of 1 moderator
EFFECTIVE DATE:	January 2026

Position Purpose

- To grow national awareness and engagement of the Support After Suicide Hub (SASH) by building relationships with key stakeholders, including LGBTQIA+ organisations, mental health services, and grief and bereavement services.
- To ensure SASH is an engaging, welcoming and supportive resource for LGBTQIA+ people bereaved by suicide, guided by lived experience.

To create a safe and supportive online community that encourages help seeking through the provision, upkeep and moderation of relevant online channels (website and social media).

Program Purpose

Support After Suicide

Support After Suicide is an initiative of Jesuit Social Services within the Mental Health and Wellbeing stream. Operating in metropolitan Melbourne and rural Victoria, the program provides counselling, group and online support to people bereaved by suicide.

Support After Suicide also facilitates information sessions for the community and provides education to professionals to increase the awareness of how to respond effectively and compassionately to the bereaved.

SASH (Support After Suicide Hub) is a national online resource and community forum for LGBTQIA+ people bereaved by suicide. Developed by Support After Suicide, in partnership with Switchboard Victoria, SASH was made by, and for LGBTQIA+ people who live with loss by suicide.

Duties of the position

- To create regular content designed to drive engagement and build the SASH community in line with the program objectives
- Create and implement campaigns to promote SASH to LGBTQIA+ nationally using a range of media, social media and direct contact through festivals and community events.
- Proactively establish and build partnerships with national, state-based and local LGBTQIA+ organisations, along with mental health, suicide prevention and bereavement services, to create awareness of SASH and build its community.
- Oversee the moderation of the forum and assist the peer moderator to carry out their roles
- Complete reporting requirements to relevant funding bodies
- Assist with additional administrative tasks, as required, which may include working with students on placement

Key Selection Criteria

1. Tertiary qualification/s and/or relevant experience in the field
2. Demonstrated understanding of factors associated with higher rates of mental ill health and suicidal distress among LGBTQIA+ people.
3. Demonstrated understanding of the grief and trauma that LGBTQIA+ people bereaved by suicide may be experiencing

4. Experience and skill in engaging appropriately and sensitively on discussion forums and social media.
5. Experience working within or alongside LGBTQIA+ organisations and/or communities, ideally having existing relationships with key stakeholders.

Key Performance Indicators

- Engagement strategy developed and implemented across channels including website and social media to drive growth.
- Demonstrated growth in community engagement including engagement with social media and active forum members
- Positive relationships are established and maintained with relevant external stakeholders and organisations so that potential users are informed about SASH and are encouraged to join the community
- Maintaining a positive and supportive online environment through content development, moderation and support other peer moderators to ensure LGBTQIA+ users experience a sense of belonging and wellbeing
- Reporting milestones are met

Key responsibilities of Jesuit Social Services Employees

Service delivery/ Practice Framework

- Engage and build positive and constructive relationships with internal and external stakeholders and program participants
- Deliver services consistent with program guidelines, relevant legislation and funding agreements
- Communicate clearly with others
- Manage competing priorities in a high-volume work environment
- Fulfil the reporting and administrative requirements associated with the position
- Other duties as required.

Team work and supervision

- Work effectively as part of a team, contributing to group outputs and reflective practice
- Actively participate in regular supervision with the line manager, staff meetings and professional development opportunities.

Continuous Improvement and Professional Standards

- Demonstrate a commitment to own learning and development
- Commitment to risk management and continuous quality improvement processes
- Compliance with relevant legislation, Code of Conduct, policies and procedures of Jesuit Social Services

Diversity, inclusion and culture

- Demonstrate respect and acceptance of diversity at all times and provide culturally appropriate support to all including Aboriginal and Torres Strait Islander peoples and those who identify as LGBTQIA+
- Interact with staff, participants and other stakeholders in a manner that is inclusive, respectful and non-discriminatory
- Demonstrate an understanding the identity and ethos of Jesuit Social Services

Mandatory Position Requirements

- Current National and International (where required) Police Check
- Current Employee Working with Children Check
- Proof of eligibility to work in Australia

Safeguarding Children and Young People

Jesuit Social Services takes child protection seriously, we undertake a range of checks and processes to ensure safeguarding of children, and you are required to meet the behavior standard outlined in our Code of Conduct.

Conditions of Employment

Conditions of employment are in accordance with the current Jesuit Social Services Collective Agreement and Jesuit Social Services Policy & Procedures, including the Code of Conduct.

Employee Acknowledgement

I, _____ (please print name) acknowledge that I have read and understood the contents of this position description.

Employee Signature:

Date: _____

Position Description Approved by:
GM or ED

Position Description Review Date:
2 years from effective date

