

POSITION DESCRIPTION



MANAGER -

StandBy 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:	Manager
PROGRAM:	StandBy Support After Suicide
LOCATION:	Richmond
REPORTING RELATIONSHIPS:	This position reports directly to General Manager Support After Suicide This position has line management of two staff
EFFECTIVE DATE:	October 2025

Position Purpose

The StandBy Support After Suicide Manager is responsible for implementing, leading, and managing all aspects of the program. In doing so, the role works cooperatively with the Managers and Coordinators of other postvention programs within Jesuit Social Services to ensure that service provision is integrated and effective, learnings are shared, gaps are filled and our stakeholders satisfied.

Essential to the success of the StandBy Support After Suicide program, the role involves managing, supporting and supervising the StandBy Support After Suicide team, located across metropolitan and Gippsland to deliver on KPIs and to be the main contact point for StandBy National. The geographic area over which the StandBy Support After Suicide service is provided means that some travel will be necessary.

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 Gippsland, 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.

This role is to manage the StandBy Support After Suicide program. This involves managing the StandBy program in two areas in Victoria: Melbourne Metropolitan and Gippsland

Duties of the position

- Manage governance requirements which includes StandBy National, key suicide prevention sector stakeholders and providers and PHNs
- Work collaboratively with the Coordinator and Senior Outreach Worker and other internal teams to ensure that the service is appropriately localised
- Work with partners to develop new resources specific to the region
- Manage program budgets and operate within delegations
- Oversee and contribute to milestone deliverables and reporting to StandBy National
- Oversee establishment and project plans, ensuring all activities are delivered to a high standard, on time and on budget
- Oversee governance frameworks, manage risk, and contribute to the development, maintenance and implementation of policies and procedures
- Ensure compliance with overall service delivery requirements and ensure service accountabilities and outcomes are delivered
- Develop and maintain strong relationships with external stakeholders with vested interests to ensure successful completion of the project

Staff Management

- Provide direct supervision to the StandBy Coordinator Melbourne Metropolitan

- Manage the performance and ongoing professional development of roles reporting to this position
- Provide all staff with strong day-to-day support and leadership presence

Other Organisational

- Be the centralised point of contact for StandBy National regarding StandBy operations
- Maintain relevant industry knowledge, strategies and initiatives, and an awareness of the needs and interests of individuals
- Participate in training and professional development relevant to Jesuit Social Services and StandBy Support After Suicide
- 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
- Ensure that staff attend orientation and refresher training in relation to OHS policies and procedures

Key Selection Criteria

1. Tertiary qualification/s and/or relevant experience in field
2. Experience in leadership and management of a team working with people bereaved through suicide
3. Experience with people dealing with acute personal trauma and/or bereavement
4. Demonstrated ability to engage positively with external key stakeholders
5. Demonstrated ability to foster a positive team culture
6. Excellent verbal and written communication skills

Key Performance Indicators

- Ensure StandBy Support After Suicide meets its aims and objectives in supporting individuals and communities bereaved by suicide
- Effective management of the StandBy Support After Suicide team ensuring a high-quality service and a positive team culture
- Collaborative relationships with StandBy National, Jesuit Social Services, Support After Suicide and external stakeholders
- All data collection, reporting and financial requirements are met
- Adherence to OH&S and HR requirements

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 understanding, and a capacity to provide leadership in, 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
- Valid and current Australian Drivers Licence
- 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