

POSITION DESCRIPTION



Outreach Worker

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:	Outreach Worker
PROGRAM:	StandBy Support After Suicide
LOCATION:	Melbourne Metropolitan
REPORTING RELATIONSHIPS:	This position reports directly to the Regional Coordinator, StandBy Support After Suicide Program. This position doesn't have any direct reports.
EFFECTIVE DATE:	May 2025

Position Purpose

- The StandBy Support After Suicide Outreach Worker is responsible for assisting the Coordinator in delivering support for people bereaved or impacted by suicide, community engagement, education and training, as well as other events and activities as directed by the Coordinator.
- The Outreach Worker will work across the Melbourne Metropolitan Region.

Program Purpose

StandBy Support After Suicide

StandBy Support After Suicide is Australia's leading suicide postvention program dedicated to assisting people and communities bereaved or impacted by suicide. The program offers coordinated evidence-based support and resources (including connections to local services and groups) that is individualised for each person's unique circumstance. This support is continued for up to two years to ensure those that engage with StandBy are not alone and receive ongoing support. StandBy builds community preparedness and resilience through extensive training to community and professional groups to ensure effectiveness and that duplicated effort is avoided. The program is also ideally placed to offer a settings-based approach, providing group support after a suicide for schools, workplaces and community groups.

Duties of the position

- Ensure quality delivery of the StandBy program in line with the StandBy Model in accordance with the StandBy manual and guidelines, including responding to notifications and support requests.
- Delivery of community engagement, education and training, following asset- based community development principles, across the region.
- Receiving program oversight, guidance and support from the StandBy Coordinator as well as providing feedback and continuous improvement initiatives to the StandBy Coordinator;
- Maintenance of accurate service delivery documentation and input accurate data into the StandBy database. Maintenance of high level of knowledge/skills of best practice relating to suicide postvention.
- Championing the voice of 'Lived Experience' and collaborative engagement with relevant individuals, stakeholders and groups of diverse backgrounds, abilities, ages and genders.
- Compliance with overall service provision requirements including evaluation, reporting (workplan and progress reports and advisory group reports) and other performance measures for the program in accordance with Organisational, Contractual and legislative frameworks.

Key Selection Criteria

- 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, 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 network.
- 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.

Key Performance Indicators

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

Key responsibilities of Jesuit Social Services Employees

Service delivery/ Practice Framework (program delivery roles)

- 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.

Service delivery/ Practice Framework (share services roles)

- Engage and build positive and constructive relationships with internal and external stakeholders.
- Deliver services consistent with shared services 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 (program delivery)

- 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.

Team work and supervision (shared services roles)

- Work effectively as part of a team, contributing to group outputs
- 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 or Demonstrate understanding, and a capacity to provide leadership in, the identity and ethos of Jesuit Social Services (Management only)

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:
June 2025