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| Position title | **The Way Back Adviser** |
| Position reports to | The Way Back Support Services Project Manager |
| Work level | 1 [ ]  | 2 [ ]  | 3 [x]  | 4 [ ]  |  |
| Group and team | Suicide Prevention & Early Intervention/Services and Supports |
| Location | Onsite at the Hub in Melbourne CBD or Hybrid |
| Employment type | Fixed Term |
| Direct reports | NA |
| Why choose Beyond BlueBeyond Blue has been providing supports and services to people in Australia for over 20 years.We are Australia’s most well-known and visited mental health organisation, focused on supporting people affected by anxiety, depression and suicide. We are inspired by our vision that ‘all people in Australia achieve their best possible mental health’ and are driven by our mission to work with the community to improve mental health and prevent suicide. We aim to achieve this through three strategic priorities: 1. Promoting mental health and wellbeing
2. Being a trusted source of information, advice and support
3. Working together to prevent suicide

At Beyond Blue the community is at the heart of everything we do. By joining our team you’ll be involved in meaningful work, collaborating with a cross-section of colleagues, partners, and community right across Australia. We offer our team opportunities to support and learn from one another, build capabilities, celebrate successes along the way, and generous not-for-profit salary packaging options. Your mental and physical health are important to us – we offer a range of wellbeing initiatives, including an Employee Assistance Program, a comprehensive Flexible working policy, ensuring you have safe and effective ergonomic support no matter where you work, as well as employee-led groups and initiatives. We strive to live our organisational values of **Collaboration, Respect, Enthusiasm, Excellence, Innovation and Integrity** to help create a happy, safe and productive work environment. |
| About the role |
| Role description | The Services and Supports Group at Beyond Blue delivers effective early intervention, treatment and recovery-focused mental health and suicide prevention supports and services, so people can receive help early and recover quickly to ensure their best possible mental health.  The Way Back Support Service provides non-clinical, personalised, assertive aftercare and psychosocial support in the community for people up to three months following their discharge from hospital after a suicide attempt or suicidal crisis.  The Way Back Support Service aims to contribute to a reduction in the rate, severity, and duration of a person’s suicidality and ultimately to the prevention of death by suicide.  Beyond Blue provides national support and oversees the implementation and ongoing operations of The Way Back Support Service in Primary Health Network regions across Australia. By June 2022, there will be up to 38 funded sites nationally. The Way Back Adviser will play a critical role supporting The Way Back commissioners, service providers, hospital, and sector partners to deliver projects and strategies aimed at reducing suicidal behaviour. In this role, you will be part of a team that enables our service providers to provide non-clinical support and follow-up care, to assist individuals who have attempted suicide or experience a suicidal crisis.  This position is responsible for advising on and coordinating day-to-day activities that support designated service providers and sector partners through knowledge translation, stakeholder relationship management, monitoring of contractual requirements and ensuring adherence to the service delivery model.  This will involve providing advice and input on research, analysis, planning, reporting, including data entry to internal CRM and project management systems and tools where required.  The position is within the Services and Supports Group, comprising of leads, managers, project managers, advisers, project officers, project coordinators, peer mentors, social media and forums moderators and administration support.  |
| Key accountabilities  | Area of accountability* Ensures The Way Back model fidelity and designated project accountabilities, ensuring interim and project deliverables are provided to scope, time, budget, and quality
* Day to day liaison with Primary Health Networks, stakeholders, service providers and funders as required
* Develops and maintains productive relationships with internal stakeholders; team members, project/program members, team leaders as directed by The Way Back Operations Manager
* Continuously develops subject matter expertise on The Way Back and suicide aftercare, including understanding of local, state and national contexts.
* Contributes to project planning activity
* Contributes to the development and maintenance of project documentation
* Maintains and/or updates all associated systems and platforms in line with agreed management strategies
* Provides verbal and written progress/status updates to The Way Back Operations Manager including preparing and communicating to partners and stakeholders (internally and externally)
* Reviews progress reports from contracted service providers and provides recommendations to The Way Back Project Manager
* Escalates decisions or issues to the Manager where required and undertake joint problem solving
* Coordinates the requirements of regular project meetings ensuring they are highly productive and focused including facilitating where required
* Represents Beyond Blue at key stakeholder meetings including governance groups, advisory committees, community reference groups and other relevant meetings required as part of the project.
* Provides sites with access to training materials and encouraging uptake.
* Collaboration with other program areas/operational teams within Beyond Blue.
* From time to time, or consistently, responsible for influencing cross organisational project/program teams
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| Key stakeholders | Key stakeholders* Works cross functionally with other Beyond Blue teams and external stakeholders, with regard to the relationship specified below.
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| What we are looking for |
| Capability | Of the eight capabilities listed in our capability framework, the following behaviours are critical for role success (must already be demonstrating at the expected competence to step into the role)**Communication*** Uses vocabulary that is appropriate to the audience, is culturally inclusive and aligns language to Beyond Blue values
* Begins with the end in mind; analyses the audience and selects content that is fit for purpose
* Communicates clearly and concisely, explaining facts, concepts, practices and policies to others within the scope of their role. Demonstrates enthusiasm for content
* Engages in active listening and has an awareness of own and others communication styles and adapts accordingly
* Is accessible, responsive and builds rapport, actively reaching out to engage or work with others and is conscious of nonverbal communication style

**Community centricity** * Values community engagement and demonstrates sound knowledge of community centric principles
* Demonstrates active listening without judgment and observation of non-verbal cues to establish rapport
* Has foundation knowledge of mental health and suicide prevention topics including the risks and protective factors, and the importance of self-care
* Uses inclusive language and practices when working with or talking about different communities
* Demonstrates empathy and understanding of mental health and & suicide prevention, respects lived and living experience of mental health and uses it to inform work

**Innovative mindset*** Shows openness and enthusiasm to learn and curiosity to try something new; is not afraid to fail or make mistakes
* Asks relevant and thoughtful questions as part of day-to-day work
* Generates and shares suggestions for improvement on routine work activities
* Reflects regularly to draw out learning for continuous improvement and improve own output and at a team level
* Reflects on how new ideas or emerging trends could be embedded into work

**Digital discovery*** Is committed to competently learning and confidently using technology and digital platforms in daily work to increase efficiency and effectiveness
* Uses online collaboration tools to connect, communicate and collaborate with others, and visually manage work with teams and squads
* Protects user and community data safely in adherence to Beyond Blue data governance, IT security and privacy policies
* Sources research in a relevant and productive way, and evaluates reliability of online information and data sources to inform work
* Uses technology creatively and critically to meet community expectations and business needs

**Partnering*** Actively engages to build rapport with stakeholders
* Works proactively and collaboratively within own team, and with other teams to achieve shared goals
* Anticipates and ensures accountable, respectful and responsive partnership management
* Understands the current operating environment and external market and how this impacts on own area of work
* Has functional level of financial acumen and shows awareness of the commercial context within own team/business area

**Agility*** Remains open and enthusiastic positive to change, sees the learning opportunities
* Provides early and frequent value while accepting ambiguity and adapting to changing priorities
* Explores alternative approaches, methods, or ideas to test ways of working.
* Values and promotes fit-for-purpose progress over perfectionism with the capacity to spring back, learn and rebuild after setbacks
* Organises work into logical sequences and delivers the work, often in sprint cadence, using a backlog of work. Engages SMEs where necessary based on objectives

**Critical thinking*** Leverages data, details and context when problem solving and can synthesise, report on, and use information and research to support thinking
* Understands Beyond Blue strategy and how individual work connects to organisational success and takes responsibility for delivering on results
* Considers the implications, risks and impacts of own approaches and decisions
* Seeks subject matter experts and others' opinions or evidence to help inform decisions, solutions or practices
* Documents process as a diagnostic for visibility and clarity

**Leading*** Understands performance expectation, shows accountability, demonstrates initiative and is receptive to giving and receiving feedback
* Lives the values on a daily basis; demonstrates optimism
* Understands individual strengths and seeks opportunities to continuously grow and improve
* Contributes to a culture where others feel they are respected, included and valued; is inclusive of others, engages in cultural awareness activities and promotes inclusive language
* Respectfully addresses colleagues exhibiting undesirable behaviours, and complies with Beyond Blue’s policies and procedures
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| Selection criteria | Education/qualifications* Tertiary diploma/ certificate or related Bachelor’s degree or comparative experience and expertise in mental health or suicide prevention services

Knowledge/skills/experienceEssential* Knowledge of project management - general understanding of underlying principles and practices
* Knowledge of data management - the underlying principles, basic analysis and practices of data management
* Stakeholder and contract management skills – ability to work collaboratively and respectfully to determine and achieve shared objectives
* Problem solving skills - manages challenges within existing organisational or professional parameters
* Excellent written and verbal skills - must possess sound interpersonal and verbal communication skills along with proven capabilities in the creation of clear and concise written communications.
* Adheres to policies and procedures - always demonstrates behaviours consistent with policies and procedures; does not take shortcuts or create new pathways without authorisation.
* Process improvement skills - capable of identifying process issues and suggesting solutions to improve/resolve them
* Flexible, can-do attitude with ability to work independently and as part of a team.

Desirable* 2+ years’ experience working in a project management/coordination environment.
* Experience in health, mental health or suicide prevention will be highly regarded
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| Additional information |
| Fairness and equality | Health, safety and wellbeingBeyond Blue is committed to ensuring the physical and psychological health and safety of all employees, contractors and other people involved in our business activities. Our people are expected to comply with our Health, Safety and Wellbeing policy.Pre-existing injuryThe person appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the organisation in providing a safe work environment for employees. Equal opportunityBeyond Blue is an equal opportunity employer. All employees have a responsibility to be familiar with and adhere to the organisation’s policies and procedures.Cultural competency Beyond Blue strives to maintain a culturally competent and inclusive workplace. All employees are expected to undergo regular cultural competency training as part of their professional development plans.Employment is subject to:* a current Police Record Check
* proof of the right to work in Australia.
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