



THIRRILI

Director, Service Delivery (Eastern Division)

Location:	Various
Position Type:	Full Time – 38 Hours per Week Fixed-term to 30 June 2026 Working outside of normal business hours and some travel may be required
Employment Instrument	SCHADS Award – Level 8
Delegation:	In accordance with Thirrili Delegations Policy
Reporting to:	Chief Operating Officer
Salary	Per Award, salary packaging available

Organisational Overview

Thirrili is a proud Aboriginal and Torres Strait Islander Community Controlled Organisation, led by Aboriginal and Torres Strait Islander ways of knowing, being and doing. We recognise the strengths of our communities in the aftermath of suicide or unexpected fatal incidents, and we uphold protective boundaries for individuals, families and communities that allow self-determination in their ways of bereavement and healing.

Our Vision

That Aboriginal and Torres Strait Islander families and communities are thriving and flourishing for future generations.

Our Purpose

To provide support to Aboriginal and Torres Strait Islander peoples with the acknowledgement of shared, collective, continuous ancestral connections, by drawing on cultural ways of knowing, being, and doing.

Our Cultural Values

Our cultural values are embedded into all aspects of our organisation. We are:

- Collective - Working with Communities by invitation to support Community Led decision making.
- Respectful - Working with Communities under their protocols, at their direction.
- Reciprocal - Ensuring we provide support and service when Communities grant us their trust.
- Relationship based - is based on a continuum of care which reaches beyond any one incident or event and is founded in our shared identity as Aboriginal and Torres Strait Islander peoples.
- Diverse - Our organisation reflects the complex composition of Aboriginal and Torres Strait Islander communities in Australia, is inclusive and accessible to all.

Position Overview

Reporting to the Chief Operating Officer (COO), and working in partnership with the CEO, COO and Practice Team, the Director Service Delivery (**DSD**) is primarily responsible for coordination and daily operations of the allocated area and team inclusive of on call service supports, all aspects of case management, service supports coordination and Sector stakeholder collaboration and partnership with relevant regional and local organisations and services, including Indigenous individuals, families and communities.

The DSD will be required to manage and lead the Regional Team Leaders, Indigenous Community Support Workers and a Practice Team Manager to ensure culturally safe, responsive, and quality coordinated services are provided to Aboriginal and/or Torres Strait Islander individuals, families, and communities.

Operating under limited direction of the Chief Operating Officer and in collaboration with the CEO and other DSD's, the DSD will work to:

- Lead and coordinate their team in all aspects of case management to ensure all clients receive culturally safe and responsive case and support, including grief and loss supports.
- Lead and coordinate their team in the delivery of on call services,
- Lead and coordinate in the delivery of service supports coordination to provide 'wrap around' supports to Indigenous individuals, their families, and communities, including sector networking and stakeholder collaboration and partnership to the benefit of Indigenous people and communities.
- Coordinate timely critical responses to suicide events, trauma or circumstances that could trigger suicide or other traumatic events by the provision of practical support to individuals, families, and communities.
- Lead and coordinate their team in local and regional culturally safe and responsive appropriate clinical and community and support resources that can be mobilised in response to the suicide death of a person in the local Aboriginal and Torres Strait Islander community.
- Lead and coordinate their team to contribute to Strengthening local service system coordination and promote community capacity and resilience.
- Lead their team in the implementation of effective family and community approaches to contribute to strengthening the knowledge base of effective culturally safe and responsive approaches when supporting families and communities impacted by suicide or other trauma-related events.
- Lead and coordinate sector stakeholder collaboration to build relationships and partnership with relevant service providers, including Aboriginal and/or Torres Strait Islander organisations.
- Lead the delivery of the postvention services, including psychoeducation ensuring individuals, families and communities are supported to deal with the adverse impacts of suicide.
- Holds financial and human resource management delegations in accordance with Delegations Schedule.

This role includes leading and coordinating a team and delivering culturally safe and responsive support to Aboriginal and Torres Strait Islander individuals, families and communities bereaved or impacted by suicide, community engagement, education, and training.

Key accountabilities

Postvention Service Delivery

Lead the development, implementation, and delivery of on call services, individual and family support plans and initiatives, support services coordination to best support people, families and communities affected by loss of suicide and other fatal incidents.

- Day-to-day supervision and management of teams of remote based their team.
- Implementation of service practice standards, policy and procedures ensuring compliance with Thirrili service model framework and providing operational and practice guidance to their team in the performance of their roles.
- Coordination and participation in out of hours on call service response and ensuring the provision of a 24 hours a day seven days a week service response in accord with Thirrili's service standards and protocols.
- Leading the achievement of service KPIs, including qualitative and quantitative measures and provide regular monthly program reports as per directions.

Community Capacity Building

Strengthen capacity and resilience in Aboriginal and Torres Strait Islander communities affected by suicide-related incidents and/or other highly traumatic critical incidents by:

- Contributing to developing interagency collaboration at the state, regional and local levels, including identifying where there may be a requirement to provide additional individual, family or community support for communities experiencing multiple fatal incidents.
- Maintaining partnerships with appropriate referral agencies and response services such as Police, Coroners, Aboriginal Community Controlled Health Organisations, Primary Health Networks, and other key stakeholders to establish referral pathways and monitor community needs, at the state, regional and local levels.
- Lead, coordinate and support their team in their work with communities to identify, respond and deliver supports service coordination to respond to individual, families and communities needs, within a crisis and case management model of care and support.
- Lead and coordinate their team to identify and respond to local support needs for individuals, families, and communities in response to suicide loss and/or fatal incidents and to work with key service providers to deliver collaborative and integrated care and support to individuals and families in crisis, the grief and healing journey.

Advocacy and Systems Response and Change

Under the direction of the COO and CEO, and in consultation with key internal and external stakeholders support systems change through advocacy on emerging issues by:

- Share our learnings of good practice and participate in networks to identify and address critical issues to stem suicide.
- Working in partnership with other agencies to develop and implement local community or regional suicide prevention action plans.
- Identifying gaps in the capacity of existing services to deliver further assistance and advocating for resources in partnership with other vested agencies.

Stakeholder Relationships and Development

Manage community and stakeholder relationships, which include:

- Developing and maintaining strong and effective relationships and working in close collaboration with the state and head office staff to enhance the effectiveness of Thirrili's community capacity-building and advocacy work.

- Developing and maintaining mutually beneficial partnerships and relationships with other internal and external stakeholders.

People Management

- Responsible for supervision and performance of their team including providing regular case practice and operational supervision on a one-to-one basis and ensuring access and take up of clinical debriefing.
- Coordinate regular team meetings and ensure minutes are recorded.
- Ensuring team are adhering and compliance with Thirrili's policies and procedures, aligned to organisational Strategic Plan priorities.

Additional duties may be assigned as needed, beyond those explicitly listed, to meet the evolving needs of the role.

In addition, Thirrili seeks a set of attributes amongst all employees. These attributes being:

- Strong Culturally Safe and Responsive in trauma informed care and practice application.
- Proficient at leading and coordinating teams, working closely with diverse teams, and ability to work highly independently.
- Trauma informed and Strong case management skills, including referral, intake, screening and assessment, support planning, case review and crisis support.
- Ability to travel frequently, off road and on light aircrafts and travel to regional and remote communities.
- Ability to work in a hybrid workforce model – in-office or remotely.

Relevant Qualifications and Work Experience

Qualifications in Mental Health, social and emotional Well-Being, counselling, psychology, Social Work, Aboriginal Health Workers/Practitioners, or other relevant disciplines are desirable, as is at least three years' experience in providing social, cultural, and emotional well-being services.

- Demonstrated operational leadership experience, including leading teams and delivering organisational and project deliverables.
- Demonstrated experience in working in community engagement, interagency partnerships to strengthen the health, social and emotional wellbeing of Aboriginal and Torres Strait Islander communities.
- Demonstrated understanding of the underlying principles of good practice associated with working in trauma informed ways with Aboriginal and Torres Strait Islander communities, providing culturally safe care, and building community resilience and wellbeing.
- Minimum qualification in counselling, community services, social work, psychology, public health, mental health, or other health-related field, and/or four years of clinical or mental health and/or suicide prevention experience strongly preferred.
- Strong understanding of the Principles of Recovery Orientated Mental Health Practice, culturally safe and responsive models of grief and loss and the ongoing journey of healing for individuals, families, and communities after loss.

Essential Criteria

- Demonstrated well-developed experience in managing and leading teams and services, including project management, case management, on call services and crisis service delivery.

- A well-developed understanding of the contributing factors associated with suicide in Aboriginal and Torres Strait Islander communities and the elements of culturally responsive interventions to support communities, minimise harm, build resilience and strengthen social and emotional wellbeing.

Mandatory

- Motor Vehicle Driver's License.
- Satisfactory National Police Record Check.
- Satisfactory Working with Children Check

** Registration/licences that are essential requirements of this role must always remain current and valid whilst employed in this role and the status of these may be checked at any time during employment. It is the employee's responsibility to ensure that registration/licences remain current and to advise the Employer if their circumstances change. This includes notifying the Employer if a registration/licence is revoked, cancelled or has its conditions altered.*

Special Conditions

Being Aboriginal or a Torres Strait Islander is mandatory as it is a genuine occupational requirement for this position. The filling of this position is intended to constitute a special/equal opportunity measure under section 8(1) of the Racial Discrimination Act 1975 (Cth).

It is required that all Thirrili staff facilitate, lead and support community engagement activities where the strategic plan requires our participation, and this is inclusive of promotion of those events and reporting. It includes contributions to key communications channels, such as newsletters, social media, and contract reporting.

It is also a prerequisite that staff, will from time to time, be required to manage and lead national/state/regional meetings/events/ functions based in their jurisdictions, with support from their Managers and Coordinators.

All Thirrili staff are expected to promote the organisation's strategic goals, present the organisation as a professional and respectful culturally immersed service, and represent Thirrili positively to external stakeholders and communities.

As the organisation is required to respond to suicide and trauma, which is unpredictable in timing, the incumbent is expected to be flexible and responsive with their availability to work and travel to other areas from the position base and within Australia as required.

Thirrili Ltd will meet accommodation and travel expenses in accordance with organisational Policies and the relevant ATO Determination.

I have read, understood, and accept the role and responsibilities outlined in the position description.

Employee:

Date:

Signature:

Manager:

Date:

Signature:
