



THIRRILI

Practice Coordinator

Location:	Remote, flexible
Position Type:	Part Time – 3 days 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 6
Delegation:	In accordance with Thirrili Delegation policy
Reporting to:	Practice Manager, Director, Service Delivery
Salary:	Per Award, salary packaging available

Aboriginal and Torres Strait Islander people are encouraged to apply for this opportunity (under section 51 of the Equal Opportunity Act 1984)

Organisation Overview

Thirrili Ltd is uniquely positioned as Australia's only Indigenous Suicide postvention service. Ours is an Aboriginal led and controlled organisation, established to support families after the traumatic death of a family member, focusing on suicide involved families, to support them through their bereavement and healing journeys. We do this through the provision of cultural support, through ongoing, and evidence-based practical advice when and where our families need with care planning and evidence-informed practical advice when and where our families need it

Our Vision

All our families and communities have healed from trauma and choose to live their lives in acknowledgement of our deep ancestral connections, drawing on cultural ways of knowing, being and doing and supporting our people to thrive and flourish in this and future generations.

Our Values

Our values include:

- providing respectful and responsive support
- working in trauma informed and culturally safe ways
- honesty and integrity in our relationships
- working collaboratively with communities, and
- strengthening resilience and wellbeing of communities.

Our Purpose

The principal purpose of Thirrili Ltd is to provide crucial support to Aboriginal and Torres Strait Islander people suffering grief, loss and trauma due to the loss of a loved one through suicide and other critical incidents. To contribute to the improved social and emotional wellbeing of Aboriginal and Torres Strait Islander people we:

- Influence policy development and program design by demonstrating the value of Indigenous led postvention services as a key contribution to Indigenous suicide prevention and postvention strategies.
- Provide expert, evidence-informed advice to drive jurisdictional and national change which leads to improvements in the social and emotional wellbeing of suicide involved families.
- Advocate for funding to Aboriginal led and controlled services to deliver culturally safe and responsive services with Aboriginal and Torres Strait Islander peoples; and
- Strengthen individual, family and community resilience and wellbeing through delivery of a critical response system to support affected individuals and families after their experience of suicides and traumatic incidents.

Position Overview

Working under limited direction of the Practice Manager, the Practice Coordinator is pivotal in developing and implementing evidence-based best practice models for the Indigenous Suicide Postvention Service (ISPS) to:

- enhance critical responses to suicide events, trauma or circumstances that could trigger suicide or other traumatic events by the development of tools and resources that support implementation of the practice model
- strengthening the knowledge base of effective approaches in supporting families and communities impacted by suicide or other trauma-related events
- contributing to research and advocacy efforts regarding best practice models for working with indigenous communities.

The Practice Manager will also establish regional excellence hubs and a Community of Practice with other relevant organisations to ensure adoption of the best practice model across the sector.

Major Functions / Accountabilities

Position responsibilities and scope

1. Service Development

Lead the development and strengthening of the Thiririli model of care through:

- Supporting and developing the on-call roster for 24/7 phone services,
- Working on the roster with others to attend to phone and email traffic,
- When not attending to phone calls and emails, supporting the development of resources and tools to support best practice service delivery, with a focus on continued development and implementation of the model of care,
- Supporting the development of resources for external use; and templates for managing clients and cases, ensuring that all service interactions are documented and actionable through the internal management system.
- Contribute to the identification and delivery of training to service delivery teams focused on enhancing professional practice, including facilitating external training as may be required, with an emphasis on ensuring that case management systems and call documentation practices are consistently followed.

- Support the Director of Service Delivery to manage practice supervision including debriefing services for the service team and others as required, including referral to Clinical Psychologist services.
- Oversight of case practice to ensure compliance with relevant policies, procedures and approaches.
- Under direction of Practice Manager, work closely with and support all levels of the Service Delivery teams per state/territory to support best practice across all teams.
- Support the Knowledge Holders Group (yet to be developed) to meet on a regular basis

2. Practice Leadership

- Work in collaboration with all levels of the Service Delivery team to lead the development of innovative postvention services, tools and resources positioning the organisation to advocate on behalf of Indigenous communities.

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

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

- Culturally safe and responsive in practice.
- Proficient at working closely with diverse teams.
- Trauma informed;

Relevant Qualifications and Work Experience

- Qualifications in either Mental Health; Social & Emotional Wellbeing; Counselling; Psychology; Social Work or Aboriginal Health Workers/Practitioners or other relevant disciplines are mandatory,
- Demonstrated experience in working within a trauma informed practice framework, with the ability to integrate clinical knowledge in trauma-sensitive care.

Essential Criteria

- 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.
- Demonstrated expertise in understanding and delivering interventions that promote emotional and social wellbeing, with an emphasis on culturally safe practices and community engagement.
- A demonstrated 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.
- Well-developed communication and interpersonal skills and ability to engage with a wide range of stakeholders, incorporating clinical skills in consultations, assessments, and service delivery.
- Demonstrated ability to build strong partnerships with Aboriginal and Torres Strait Islander communities, service providers, including Aboriginal community-controlled organisations and non- government/not for profit organisations and government departments.
- Capacity to work independently and exercise sound judgement, whilst being a good team player.

- A genuine commitment to act in accordance with the service's mission and values.

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

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: _____