

POSITION DESCRIPTION

Job Title:	Red Nose Peer Support Coordinator
Classification:	SCHADS Level 4
Business Unit:	Bereavement Services
Reports To:	National Manager – Peer Support
Direct Reports:	Nil
Location:	Victoria
Hours:	30.4 hours per week (0.8 FTE)
Position end date:	30 June 2026
PD created/updated:	22 January 2024

About Red Nose

Red Nose is Australia's leading authority on safe sleeping and safe pregnancy advice and has been a key provider of bereavement support following pregnancy, infant and child loss for over 30 years. We work hard to ensure parents whose baby or infant dies suddenly or unexpectedly are able to access appropriate bereavement support and care; regardless of where they are based in Australia.

Our Bereavement Services Team provides specialised bereavement support free of charge to any person affected by the sudden and unexpected death of a baby or child during pregnancy, birth, infancy or childhood. This includes professional counselling, support groups, peer support, our 24/7 Support Line, and other community-based support activities.

Project based employment - Healing through Community

Red Nose's 'Healing Through Community' (HTC) project, funded by the Department of Health and Age Care through to June 2026, is to develop and implement individualised bereavement care services for women and families in higher-risk population groups who experience stillbirth or miscarriage in Australia, including First Nations, rural and remote, young mums, refugee and migrant, and culturally and linguistically diverse families. The program aims to ensure that all families are able to access and receive support from Red Nose regardless of language spoken, cultural background or geographical location.

Demonstrated positive and effective community connections within identified groups, particularly First Nations, CALD and/or migrant and refugee communities are essential for roles recruited under this project.

Position Purpose

The Peer Support Coordinator will report to the National Manager Peer Support and is a member of Red Nose's Bereavement Services Team.

The primary focus of the Peer Support Coordinator role is to oversee peer support services offered by Red Nose and to hold the peer support portfolio for the Healing Through Community program, helping to ensure that Red Nose can effectively deliver peer support services to identified groups of vulnerable parents and families.

The role involves providing high quality debriefing and support for volunteers who are undertaking delivering these peer support services across the organisation and ensuring there are minimal gaps in our service delivery.

This role is required to create community connections and establish strong working relationships with community leaders within the target population groups, by creating a safe space for vulnerable families to feel seen and heard in their grief experience throughout all of Red Nose's peer support services. Increasing representation of these groups within the peer support team and volunteers is vital to the project.

Red Nose considers that identifying with one or more of the priority groups within the Healing Through Community program, namely Aboriginal and/or Torres Strait Islander, culturally and linguistically diverse families, refugee and migrant communities, women and families living in rural and remote areas, and women under 20 years old is a genuine occupational requirement for this position under s28 of the Equal Opportunity Act 2010 (VIC).

Key Internal Relationships	Key External Relationships
<ul style="list-style-type: none"> Bereavement Services team Healing Through Community Project Manager Communications Team 	<ul style="list-style-type: none"> Key people and referral networks within priority group communities Red Nose Peer Supporters

Area of Focus	Key Tasks	Key Performance Indicators
Operations	<ul style="list-style-type: none"> Build and maintain strong working relationships with volunteer coordinators and community leaders within priority groups through active networking to ensure access to our bereavement support services Assist with recruitment, initial and ongoing training of peer supporters within our diverse communities Maintain responsibility for administration of our services within the identified community groups and their integration into our peer support services. Assist in the management and maintenance of the support line roster; ensuring no gaps in service through timely management of identified gaps. Provide additional direct assistance to bereaved parents where the volunteer response has been unable to meet the complexity of their situation. Assist volunteers in making referrals to other services in response to complex presentations. Assist in the delivery of Live Chat Services. Oversee the moderation and contributions to conversations in closed Facebook Groups to build an engaged and safe community. 	<ol style="list-style-type: none"> Culturally sensitive peer support services are provided to high risk families, through a community strength-based approach that is informed by identified need. Strong working relationships are developed with a minimum of 10 local community organisations per year. Increased diversity within the peer supporter community through recruitment of peer supporters who sit within the priority groups under the grant. Develop, facilitate and evaluate culturally safe peer supporter training with a minimum of 2 peer supporter trainings per year targeting the priority groups. Develop and implement a peer support call back service, available for families of non-English speaking backgrounds. Actively engage with peer supporters via the RingCentral system and online platforms and provide 5 debriefing opportunities per week Develop and implement two closed Facebook groups within the priority groups each year.

	<ul style="list-style-type: none"> Act as the key liaison point for the peer supporters within our priority communities ensuring compliance with policies and procedures. 	
General	<ul style="list-style-type: none"> Participate in regular meetings to review program progress and provide/receive feedback. Ensure that dealings with staff, volunteers and others are undertaken in a manner which supports and promotes the organisation's Values. Comply with the Code of Conduct, OHS, Bullying and Harassment, and other organisational and HR Policy and Procedures. Use Red Nose resources efficiently, minimizing cost and wastage. Promote and contribute to workplace cohesion, harmony, and productivity. Active participation in protecting the health and safety of self and colleagues. Promote and contribute to a safe, secure environment for staff, volunteers, and visitors. 	<ol style="list-style-type: none"> Integration of volunteers within Red Nose Peer Support, including onboarding and offboarding all volunteers and six-monthly review of process. Active involvement with the Volunteer Code of Conduct.
Operational	<ul style="list-style-type: none"> Complete client notes and reporting, ensuring attention to detail, thoroughness and accuracy. Support the implementation of and compliance with Red Nose bereavement services practice model and the relevant policies and procedures. Abide by all Red Nose policies and procedures and participate in their development and review. Undertake all training required to understand and accurately use Red Nose systems and processes. Contribute to the development of an excellent high performing team culture. 	<ol style="list-style-type: none"> Integration of volunteers within Red Nose Peer Support Onboarding and Offboarding with all volunteers and six monthly review of process. Active involvement with the Volunteer Code of Conduct.
Program Management	<ul style="list-style-type: none"> Assist the National Manager - Peer Support and team by constantly undertaking analysis of the internal and external environment that affects Peer Support locally and identifying future quality improvements, new partnerships and organisational growth opportunities. 	<ol style="list-style-type: none"> Provide monthly reports to the Manager Peer Support regarding level of engagement in peer supporter roles. Identify areas of growth and development within the peer supporter roles and work with all teams of Red Nose to achieve an integrated service approach to user engagement, support and management. Work with the technical team to maintain and enhance the technical infrastructure for the Service.

Skills, experience & Qualifications	
Essential	<ul style="list-style-type: none"> • Identification with one or more of the priority groups within the Healing Through Community program, namely Aboriginal and/or Torres Strait Islander, culturally and linguistically diverse families, refugee and migrant communities, women and families living in rural and remote areas, and women under 20 years old. • Qualifications in human or community services or other relevant field; or extensive and relevant skills. • Highly developed interpersonal skills appropriate to establishing and maintaining effective working relationships with parents, volunteers, members and the wider community. • Experience in working and supporting a volunteer workforce • Strong written/verbal communication and presentation skills, including the use of digital technologies and computer programs. • A high level of energy, enthusiasm and flexibility, along with a commitment to teamwork and a willingness to learn about Red Nose. • Ability to understand the complex journey grieving parents undertake when they experience the death of a baby.
Desirable	<ul style="list-style-type: none"> • Experience in the facilitation and evaluation of training programs. Understanding and application of the National Guidelines for Volunteer Management. • Experience in group facilitation and evaluation.

Personal Attributes	
Essential	<ul style="list-style-type: none"> • Welcoming – creating spaces of comfort, collaboration and belonging • Courageous – comfortable with the uncomfortable. willing to have a go, identify mistakes and learn from them • Accountable – demonstrating integrity in everything you do • Respectful – valuing the contributions of all • Everyone together– working together with passion for our cause

Quality, Safety and Improvement	
	<p>Red Nose employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:</p> <ul style="list-style-type: none"> • Acting in accordance and complying with all relevant Safety and Quality policies and procedures; • Identifying risks, reporting and being actively involved in risk mitigation strategies; • Participating in and actively contributing to quality improvement programs; • Complying with all relevant clinical and/or competency standards; • Complying with the principles of Patient and Family Centred Care that relate to this position.

Checks – employment subject to:	
Essential	<ul style="list-style-type: none"> • National Police Check • Working with Children Check [only required for roles working directly with children] • Driver's Licence [if travel is required].

Authorisation

Position authorised by: Rachel Fcinus

Employee signature: _____

Date: ____/____/____