



## POSITION DESCRIPTION

<b>Job Title:</b>	After Hours Peer Support Administrator – Maternity Leave Position
<b>Classification</b>	SCHADS Level 4.1
<b>Business Unit:</b>	Bereavement Support Services
<b>Reports To:</b>	National Manager – Peer Support
<b>Direct Reports:</b>	Nil
<b>Location</b>	Perth
<b>Date Updated:</b>	March 2023
<b>Position type:</b>	Part time 0.6EFT 2pm-7pm Monday-Friday

### Organisation

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 40 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.

### Position Purpose

The After Hours Peer Support Administrator role reports to the National Manager Peer Support in ensuring that Red Nose can effectively deliver peer support services to bereaved families across Australia. This role is currently available to cover a maternity leave position within the team.

The primary focus of this role is to oversee the after hours peer support services offered by Red Nose including the 1300 support line, face to face and online peer support-based groups and the moderation of the Red Nose closed Facebook groups. The role involves providing high quality debriefing and support for volunteers who are undertaking these peer support services across the organisation and ensuring there are minimal gaps in our service delivery.

Key Internal Relationships	Key External Relationships
Bereavement Services team Communications Team	Key referral networks Red Nose Peer Supporters

Area of Focus	Key Tasks	Key Performance Indicators
Operations	Provide afternoon/evening support to volunteers, offering debriefing where required following conversations they may have with bereaved parents.  Maintain responsibility for administration of late afternoon/evening support services	Actively engage with volunteers via the Ring Central system and provide 5 debriefing opportunities per week.  Co-facilitation of 6 online volunteer information sessions per year.  Delivery of 4 peer support training sessions per year.



	<p>Provide back-up to Peer Support team as required in managing and maintaining a roster of each national service; ensuring no gaps in service through timely management of identified gaps.</p> <p>Provide additional direct assistance to bereaved parents where the volunteer response has been unable to meet the complexity of their situation.</p> <p>Assist volunteers in making referrals to other services in response to complex presentations.</p> <p>Support the National Manager Peer Support, and on occasion directly provide supervision to volunteers.</p> <p>Involvement in the recruitment, selection and training processes of all Volunteer Peer Supporters.</p> <p>Liaise and engage with Volunteer Peer Supporters in a supportive and values-based manner.</p> <p>Oversee the moderation and contributions to conversations in closed Facebook Groups in order to build an engaged and safe community.</p> <p>Assist in the delivery of Live Chat Services.</p> <p>Act as the key liaison point for group facilitators that provide out-of-hours support, ensuring compliance with policies and procedures.</p> <p>Report any misuse of services or complex contacts to the National Manager Peer Support.</p>	<p>Organise and co facilitate 6 professional development sessions per year.</p> <p>Actively participate in online discussion through a minimum of 5 posts per week.</p> <p>Facilitate Live Chat services on Red Nose and Sands websites twice per week.</p>
General	Participate in regular meetings to review program progress and provide/receive feedback.	Implementation of Red Nose Peer Support Onboarding and Offboarding with all volunteers and yearly review of process.



	<p>Ensure that dealings with staff, volunteers and others are undertaken in a manner which supports and promotes the organisation's Values.</p> <p>Comply with the Code of Conduct, OHS, Bullying and Harassment, and other organisational and HR Policy and Procedures.</p> <p>Use Red Nose resources efficiently, minimizing cost and wastage.</p> <p>Promote and contribute to workplace cohesion, harmony, and productivity.</p> <p>Active participation in protecting the health and safety of self and colleagues.</p> <p>Promote and contribute to a safe, secure environment for staff, volunteers, and visitors.</p>	<p>Active involvement with the Volunteer Code of Conduct.</p>
Program Management	<p>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.</p>	<p>Provide monthly reports to the Manager Peer Support regarding level of engagement in peer supporter roles.</p> <p>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.</p> <p>Work with the technical team to maintain and enhance the technical infrastructure for the Service.</p>



Experience & Qualifications	
<b>Essential</b>	<p>Qualifications in human or community services or other relevant field; or extensive and relevant skills.</p> <p>Highly developed interpersonal skills appropriate to establishing and maintaining effective working relationships with parents, volunteers, members and the wider community.</p> <p>Experience in working and supporting a volunteer workforce</p> <p>Strong written/verbal communication and presentation skills, including the use of digital technologies and computer programs.</p> <p>A high level of energy, enthusiasm and flexibility, along with a commitment to teamwork and a willingness to learn about Red Nose.</p> <p>Ability to understand the complex journey grieving parents undertake when they experience the death of a baby.</p>
<b>Desirable</b>	<p>Experience in the facilitation and evaluation of training programs.</p> <p>Understanding and application of the National Guidelines for Volunteer Management.</p> <p>Experience in group facilitation and evaluation.</p>
<b>Essential</b>	<p><b>Welcoming – creating spaces of comfort, collaboration and belonging</b></p> <p><b>Courageous – comfortable with the uncomfortable</b></p> <p><b>Accountable – demonstrating integrity in everything you do</b></p> <p><b>Respectful – valuing the contributions of all</b></p> <p><b>Everyone together– working with passion for our cause</b></p>

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> <p>Acting in accordance and complying with all relevant Safety and Quality policies and procedures.</p> <p>Identifying risks, reporting and being actively involved in risk mitigation strategies.</p> <p>Participating in and actively contributing to quality improvement programs.</p> <p>Complying with all relevant clinical and/or competency standards.</p> <p>Complying with the principles of Patient and Family Centred Care that relate to this position.</p>
<b>Checks – employment subject to:</b>	
<b>Essential</b>	Police Record Check