



# THE BUTTERY

**ROLE TITLE: Support Coordinator : The Way Back NSW North Coast**

**LOCATION: Lismore**

## About the role

As a **Support Coordinator**, you will provide timely, non-clinical, practical psychosocial support to people who have attempted suicide or are experiencing a suicidal crisis.

The Buttery's Way Back NSW North Coast program provides up to 3 months of assertive trauma-informed outreach, co-creating safety and support plans and linking participants to available clinical and community-based service.

**Hours and location:** The role is part-time at **30 hours** per week and based in **Lismore**. The role is mobile and operates across the program's footprint. A vehicle is available from a central location for work in the community.

The role is **funded until 30th June 2026** with potential for extension.

## About you: Please address Selection Criteria

### Qualifications and checks

1. Tertiary qualification at diploma level or higher in Community Services, Mental Health, Psychology or Social work
2. Current and valid Driver's Licence with ability to undertake regular travel across program's footprint
3. Satisfactory Criminal Record Check, Working with Children Check, COVID-19 Vacc and First Aid cert

### Professional skills and experience

4. Two years' work experience in a community services, welfare, or mental health field with experience in the delivery of mental health support and/or a suicide prevention service
5. Demonstrated experience providing case management for persons with complex support needs and providing trauma-informed care
6. Demonstrated experience in referrals, promoting and educating stakeholders and building networks
7. Proficient in Microsoft suite, a variety of databases and video conferencing tools such as Teams.

## Why our staff love working with us

- **Flexible Working Solutions:** We support your work-life balance with flexible working arrangements.
- **Extra Annual Leave:** Enjoy two additional weeks of annual leave (pro rata) to spend more time on holiday.
- **Career Growth:** Explore internal opportunities to transfer and work in other programs.
- **Professional Development:** Benefit from ongoing training and development opportunities.
- **Supportive Environment:** Access to our Employee Assistance Program and to external clinical supervision for direct service staff
- **Salary Sacrifice Benefits:** Increase your take-home pay by 6-12% with ATO-approved incentives, allowing you to allocate up to \$15,899 of tax-free salary towards your mortgage, rent, loans, credit card, or school fees.
- **Meal and Accommodation Card:** Receive a \$2,650 card for meals and accommodation.
- **Convenient Packaging Options:** Package costs for a computer, phone, or novated vehicle lease.

## Find out more:

For a position description, see <https://www.buttery.org.au/employment-opportunities>  
For any other queries, please contact [recruitment@buttery.org.au](mailto:recruitment@buttery.org.au)  
This role is remunerated at **SCHCDS Level 3 (\$37.35 - \$40.05ph)** depending on qualifications and experience with access to salary packaging to potentially increase your take home pay by another 5k.

### How to apply:

**Please use each of the selection criteria above as a heading and write a brief paragraph addressing each one in your cover letter.** Please email your resume and cover letter to [recruitment@buttery.org.au](mailto:recruitment@buttery.org.au)

**Unfortunately, applications that do not address the selection criteria will not be considered.**

**Closing date.** We will be processing applications as they arrive and will make offers as soon as a suitable applicant is found.