**ACON is here to improve the health of the LGBTI community.**

**Why work for ACON?**

ACON is an inclusive employer offering a colourful, nurturing and fun workplace.

Diversity and inclusion are at the core of who we are, they are strengths that we celebrate and demonstrate through our workforce and the delivery of all of our programs and services.

Our staff and volunteers are the foundation for our ongoing effectiveness and we are committed to their professional development and engagement. Our philosophy is “Employability for Life.” We don’t just help you excel at this job, we also help to build capabilities that support your future career development.

In addition, we offer flexible working arrangements and generous array of entitlements above and beyond the National Employment Standards (NES) including:

1. a **35 hour working week** (38 hours per week under NES);
2. an **extra week of paid leave** to be taken during our Christmas and New Year’s shutdown period
3. **12 days of paid personal leave** per year (10 days under NES)
4. **3 months Long Service Leave of at 10 years of service** (2 months at 10 years under NES) **with access to 6 weeks at 5 years of service**
5. **Five days of paid compassionate leave** (2 days under NES)
6. **14 weeks paid parental leave** in addition to the government arrangement
7. **Paid Additional Health Care Leave** for ongoing and once-off issues affecting health (including Family and Domestic Violence Leave).
8. **Option to purchase additional Annual Leave** beyond the 4weeks mandated
9. **Education Leave of up to 70 hours** per annum
10. **Severance pay** in excess of the NES, in the case of redundancy.
11. **Salary Packaging** up to $30,000 gross up value (ie currently up to $15,899 tax free)
12. **Employee Assistance Program (EAP)** - Access to a comprehensive counselling service free to employees

For more details about working at ACON, click [here](http://www.acon.org.au/wp-content/uploads/2015/12/14515105_final_agreement_updated_dec_2015_rates-1.pdf) to download the ACON Enterprise Agreement.

**How do I apply?**

You only need to email us three documents in MS-Word or PDF format at vacancy@acon.org.au:

**1) An ACON Application Form**

*You can download this at* [*www.acon.org.au/jobs*](https://www.acon.org.au/wp-content/uploads/2018/08/ACON_Employment-Application-Form.pdf)

**2) Your Cover Letter outlining your Claim against the Selection Criteria**

*Tell us how you meet each of the Selection Criteria in the Position Description in detail.*

*Address all of the Selection Criteria as outlined in the following position description.*

*Let us know how your skills and experience relate to the requirements of the position and how you can use them to excel in this job.*

*To do this, address each criteria separately in point form. You should use statements with examples that clearly demonstrate your competency in a particular area.*

*Applicants who do not demonstrate that they meet the requirements of the position will not be invited to attend an interview.*

**3) Your Resume**

*Tell us about your previous employment and your education. Be sure to include:*

* *Your* ***Name*** *and* ***Contact details***
* *Your* ***Education*** *including any degrees you have received, the institution and its location and the date of your graduation. You might also want to include your major/minor fields, any honours, and publications.*
* *Your* ***Work Experience*** *including jobs, internships, and volunteer work. If you have just recently finished high school, you might also include extracurricular activities such as clubs or sports.*

**How does recruitment work at ACON?**

There are five main steps in the process:

**1) Application**

ACON receives your application, cover letter and resume. You will receive an email from our HR Team acknowledging that we have received your documents.

**2) Shortlisting**

A selection panel of 2-4 qualified persons will review all the applicants and offer interviews to those applicants whose applications best address the requirements of the position.

**3) Interview**

If you are shortlisted for interview you will be contacted by the chairperson of the selection panel and invited to an interview. Your interview may take the form of a question and answer session, a presentation of your previous work, a test of your computer skills, or any other form that is relevant to the position. The chairperson will let you know the format of the interview and any documents, presentations or examples of previous work that you might need to bring with you.

**4) Offer**

Appointments to positions with ACON are based on merit. This means that the applicant who is judged to be the most capable of carrying out the duties of the position will be offered the job. The decision to make you an offer is based on your written application, your performance at interview, and successful Referee Checks, Criminal Record Checks and Working with Children Checks (if applicable).

**5) Acceptance and Commencement**

Once a salary and start date have been agreed, you will receive a commencement pack from the HR Team including your contract and other documents (e.g. the ACON Code of Conduct, Tax File Declarations, Bank Deposit details, Superannuation Choice forms, etc.). Once these are returned to the HR Team, you are ready to start work on your agreed date.

**How long does it take to hear back on my application?**

If you have applied via email, you will be sent a return email within 1-2 business days acknowledging receipt of your application. Your application will then be reviewed and we will contact you within 1-2 weeks after the application closing date.

If you are successful in gaining an interview, the chairperson of the selection panel will contact you by telephone to arrange a suitable date and time for the interview.

Otherwise, we will contact you by email to advise you that your application has been unsuccessful on this occasion. If you are not selected for an interview, this is when you will receive an email from our HR Team informing you that your application was not successful on this occasion. Don’t get discouraged if you do not get an interview - you can always apply again when we have another job that catches your eye!

If interviewed, you will be informed of your interview outcome within 5 working days; however this may vary depending on the number of applicants.

**POSITION DESCRIPTION**

**Position Title:** Care Coordinator/Counsellor

**Work Level:** Professional

**Reports to**

Regional Manager, ACON Hunter

**Position Overview**

This position includes a mix of short-term, solution-focused counselling services, care coordination, referrals and advocacy to clients presenting with a range of mental health needs relating to HIV, gender and sexuality, mental health and substance support as well as ageing, domestic and family violence and housing.

This role operates in the context of a multi-disciplinary team working within a chronic disease self-management model to deliver short-term support to our clients; namely psychosocial assessment, short term counselling, care coordination and advocacy. Longer term care coordination and case management will be required for a small number of complex or non-adherent clients living with HIV.

The specific components of the position will be negotiated with the successful applicant(s) based on their skills and experience and the needs of the organisation.

**Main Activities**

Dependent on your interests, skills and experience, this role will include some or all of the following:

**Counselling**

* Conduct psychosocial assessments and identify the need for immediate short-term solution-focussed assistance for clients, or make arrangements/referrals for longer-term support in relevant cases.
* Maintain a caseload of counselling clients, including clients newly diagnosed with HIV, affected by HIV or seeking prevention, as well as those seeking support in relation to gender and/or sexuality, mental health, substance support, ageing, domestic and family violence or housing.
* Provide psychological services utilising a range of best practice strategies and facilitating clients’ access to evidence-based supportive therapies.
* Formulate and create personalised interventions, treatments and management plans within a chronic disease self-management model including goal setting, counselling and psychoeducation.
* Maintain and ensure the confidentiality of client files and service data.
* Plan, schedule, deliver and evaluate ACON’s counselling services to achieve established goals and objectives in line with ACON’s Business Plan
* Establish and maintain networks with Government departments and other agencies to facilitate client referrals, advocating on behalf of clients where necessary and appropriate.

**Care Coordination**

* Design, implement and evaluate a range of effective care and support strategies for clients living with or impacted by HIV.
* Develop and implement care plans for complex and non-adherent clients living with HIV.
* Maintain a caseload of care coordination clients utilising a range of best practice strategies within a self-managed chronic disease framework.
* Conduct psychosocial assessments and identify need for immediate short-term solution-focussed assistance for clients, and strategies and referrals for longer-term support as required.
* Arrange and manage additional support services for care coordination clients including training, supervising and allocating work to casual client service officers and/or volunteers.
* Facilitate referral to a range of internal and external health and community services and advocate on behalf of clients with government and other agencies.
* Maintain and ensure the confidentiality of client files and service data.
* Plan, schedule, deliver and evaluate ACON’s Care Coordination activities to achieve established goals and objectives in line with the ACON Business Plan.
* Establish and maintain networks with Government departments and other agencies providing assistance to people living with or impacted by HIV to ensure appropriate referral pathways.

**General**

* Develop and maintain effective relationships with stakeholders, including gay and lesbian organisations, communities and groups.
* Identify key health issues for target populations and assist with health promotion interventions with the assistance of internal and external service providers.
* Actively participate in and contribute to an ongoing process of line management supervision, external clinical supervision, unit meetings, team meetings, general staff meetings, quality improvement and professional development strategies.
* Identify and act on opportunities for improvement of existing programs/services and new opportunities for growth and funding.
* Perform other duties to assist with the work of the unit and contribute to the broader strategic goals of the organisation, as requested by your supervisor (or designate).

**Selection Criteria:**

## Essential:

* Tertiary qualifications in social work, psychology or occupational therapy and relevant professional registration.
* Demonstrated experience in the field of sexual health, mental health and/or alcohol and other drugs.
* Demonstrated experience in the assessment of psychosocial needs as well as demonstrated insight into the broader range of social factors that may impact on the mental and physical health and wellbeing of LGBTI people and people living with HIV.
* Demonstrated skills in a number of the following short term solution-focused interventions; Cognitive Behavioural Therapy, Solutions Focused Brief Therapy, Acceptance and Commitment Therapy, Motivational Interviewing and Positive Behavioural approaches.
* Demonstrated understanding of primary health care and how this position interfaces with the client, GPs and other health and social services.
* Understanding of and commitment to ACON’s communities, particularly LGBTI people living in rural and regional NSW and people living with HIV.
* High level oral and written communication skills including case notes, active listening, empathy, negotiation, conflict resolution and feedback.
* Computer proficiency including in Word and Excel.
* Current driver’s licence

**Desirable**

* Demonstrated expertise in client advocacy and care coordination, delivered within a self-managed chronic disease framework
* Experience in community based service delivery in the areas of sexual health and or/ HIV and/or LGBTI community.
* A demonstrated understanding of the workings of the health and community sector.
* Experience in developing and maintaining effective relationships and partnerships with other organisations and services, both government and non-government, to ensure effective responses to community issues and the availability of appropriate referral pathways.
* Eligible to provide Medicare rebate-able services through the Government’s Better Access initiatives

**Additional Information**

The full-time equivalent salary range for the roles is $74K - $87K per annum, commensurate with your skills and experience, plus superannuation and leave loading.

You may also elect to salary package a portion of your salary (up to $30,000 gross-up value) tax-free.

For further information regarding this position, please contact Lisa McFayden on 02 4962 7700.

*While there is no fixed closing date, we encourage applicants to apply as soon as possible.*