

A GUIDE FOR JOB APPLICANTS

ACON is Australia's largest health organisation specialising in community health, inclusion and HIV responses for people of diverse sexualities and genders.



Counsellor/Care Coordinator - Sexual, Domestic and Family Violence

We create opportunities for people in our communities to live their healthiest lives

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 (i.e. currently up to \$15,899 tax free)
12. **Employee Assistance Program (EAP)** - Access to a comprehensive counselling service free to employees

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

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 criterion 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 Title: Counsellor/Care Coordinator, Sexual, Domestic and Family Violence
Work Level: Professional

Reports to

Team Leader, Care Coordination

Position Overview

This position includes a mix of short-term solution-focused counselling services, care coordination, referrals and advocacy for clients experiencing sexual abuse and/or domestic family violence (SDFV).

This is an exciting new role for ACON, resulting from SDFV specific funding. This role operates in the context of a multi-disciplinary team working within a trauma informed, client centred model to deliver short-term support to our clients; namely psychosocial assessment, short term counselling, care coordination and advocacy.

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

This role will include some or all of the following:

- Conduct psychosocial assessments in order to identify client needs and develop service packages; services may include immediate short-term solution-focused assistance for clients, crisis or high-needs support in relevant cases, or arrangements/referrals for longer-term support
- Maintain a caseload of counselling and care coordination clients, specifically LGBTQ+ clients who have experienced sexual abuse and/or domestic and family violence. Some clients may also be seeking support in relation to gender and/or sexuality, mental health, substance support, aging, housing and newly diagnosed or living longer-term with HIV.
- Provide therapeutic 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, including safety planning, goal setting, counselling and psychoeducation.
- Collaborate with clients, other services, supervisors and managers to manage and mitigate risk in a victim/survivor focused, trauma-informed manner, and in line with ACON's policies and procedures.
- Maintain and ensure the confidentiality of client files and service data.
- Plan, schedule, deliver and evaluate ACON's counselling services, within the context of the SDFV project 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.
- Develop and maintain effective relationships with stakeholders.
- 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:

1. Tertiary qualifications in social work, psychology, counselling, psychotherapy, occupational therapy and relevant professional registration.
2. Demonstrated two years of experience working with clients in the field of SDFV.
3. Understanding of the unique complexities of working with LGBTQ+ clients who have experienced SDFV.
4. Detailed understanding of the causes and consequences of sexual, domestic and family violence and commitment to the provision of services from a feminist and trauma-informed perspective.
5. Demonstrated skills in a number of the following short-term solution-focused interventions; Cognitive Behavioural Therapy, Narrative Therapy, Solutions Focused Brief Therapy, Acceptance and Commitment Therapy, Motivational Interviewing and Positive Behavioural approaches.
6. Understanding of and commitment to ACON's communities.
7. High level oral and written communication skills including case notes, active listening, empathy, negotiation, conflict resolution and feedback.

Desirable

1. Experience in group work
2. A demonstrated understanding of the workings of the health and community sector.
3. 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.
4. Eligible to provide Medicare rebate-able services through the Government's Better Access initiatives

Additional Information

This position is located at the ACON Sydney Office.

Full time or part time hours will be considered for the right candidate, on fixed term contract (with view to extend). Applicants must be comfortable working in an LGBTQ community organisation.

The annual base salary for this position is up to \$90K pro rata commensurate with 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 Helen Rowden, Associate Director of Clinical and Client Services, on 0490 108 294 or email HRowden@acon.org.au.

If you think this is the job you have been looking for, find out how to apply at www.acon.org.au/jobs.

All applications must include

1. a completed ACON application form
2. a document addressing the Selection Criteria and
3. a copy of your resume.

Applications close 5pm Sunday 20 September 2020