

# 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.*



Our client services team provide a range of counselling and care coordination services designed to improve the health and wellbeing of our communities. We're looking for three committed and experienced individuals to join our multi-disciplinary team and help shape the ongoing development of our support services.

## **Care Coordinator/Counsellor Multiple Positions, Sydney and Newcastle**

ACON provides a colourful, nurturing and fun workplace. We're offering several opportunities for experienced Allied Health professionals to use their clinical expertise in counselling and care coordination, to support people of diverse sexualities and/or genders who are experiencing mental health difficulties, suicidal crisis, sexual, domestic and family violence and people living and/or affected by HIV. These positions are suited to Allied Health professionals with experience working in the mental health sector and multidisciplinary teams.

Our staff and volunteers are the foundation for our ongoing effectiveness. ACON is committed to our employees' professional development and engagement - ensuring we build our capabilities with people that have the right values, attitudes, skills and knowledge.

We have three full-time positions available, each working 70 hours per fortnight:

- **Two full time roles based in Surry Hills (ACON Sydney)**
- **One full time role based in Newcastle (ACON Hunter).**

The starting annual Total Remuneration Package (TRP) is \$88K to \$97K commensurate with skills and experience. We also offer tax free benefits that will increase your take home pay.

If this sounds like a position and organisation that you've been looking for, find out how to apply at [www.acon.org.au/jobs](http://www.acon.org.au/jobs)

**Applications close Wednesday, 4 August 2021 – 5 PM**

For more information about these positions, please contact:

### **Sydney Roles**

Helen Rowden, Manager Allied Health, [hrowden@acon.org.au](mailto:hrowden@acon.org.au) or (02) 9206 2000

### **Newcastle Role**

Louise Dunne, Team Leader ACON Hunter Client Services, [ldunne@acon.org.au](mailto:ldunne@acon.org.au) or (02) 4962 7700  
Daniel McCarthy, Regional Manager – Hunter, [dmccarthy@acon.org.au](mailto:dmccarthy@acon.org.au) or (02) 4962 7700

*ACON is an EEO employer. As part of our commitment to creating a diverse and inclusive workplace, trans people with HIV, Sistergirls, Brotherboys, Aboriginal and Torres Strait Islander trans people, and trans people of multicultural and multifaith backgrounds are strongly encouraged to apply.*

[www.acon.org.au](http://www.acon.org.au)

# Working at ACON

ACON provides a colourful, nurturing, and fun workplace. Our employees and volunteers are the foundation for our ongoing effectiveness and for our capacity to deliver leading practice services to our communities.

We offer flexible working arrangements and a generous array of entitlements often above the National Employment Standards (NES) including:

- Salary Packaging up to \$30,000 gross up value (i.e. currently up to \$15,899 tax free)
- Generous leave entitlements (pro rata) include:
  - An extra week of paid leave to be taken during our Christmas and New Year’s shutdown period;
  - 12 days of paid personal leave per year (10 days under NES);
  - 14 weeks paid parental leave in addition to the government arrangement;
  - Paid Additional Health Care Leave for ongoing and once-off issues affecting health (including Family and Domestic Violence Leave),
  - Education Leave of up to 70 hours per annum.
- Employee Assistance Program (EAP) - access to a comprehensive counselling service free to employees

## How do I apply?

You must email us the following three documents in MS-Word or PDF format to [vacancy@acon.org.au](mailto:vacancy@acon.org.au):

### 1) An ACON Application Form

You can download this at [www.acon.org.au/jobs](http://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.

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, please 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:

1. Your **Name** and **Contact details**
2. 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.

3. Your **Work Experience** including jobs, internships, and volunteer work.

## 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. Individuals that are selected will also be asked to review an eLearning module of ours before attending the interview.

### 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 1-3 business days acknowledging receipt of your application. After the closing date of the vacancy, your application will then be reviewed, and we will contact to inform you of the result of the recruitment within 4-8 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.

# Position Description

**Position Title:** Care Coordinator/Counsellor  
**Work Level:** Professional

## Reports to

Manager of Allied Health or Team Leader of ACON Hunter Client Services

## Position Overview

This position incorporates counselling and care coordination service delivery to NSW clients of diverse sexualities and/or genders (LGBTQ+ people), and people living with HIV. Clients may present in suicidal crisis or require suicide prevention or aftercare services, support for HIV, domestic and family violence, substance use, mental health and resilience and for support with gender affirmation. The role is placed within the context of a state-wide, multi-disciplinary team of allied health professionals working within a short-term, trauma-informed framework in both our Sydney and Newcastle Care Coordination Teams.

You will be required to provide psychosocial assessment and short-term counselling and/or care coordination support to clients referred internally within ACON or from external service providers (e.g. mental health teams, hospital settings, GPs, other community-based services). You will also work closely with Mental Health LGBTQ+ Peer Workers.

## Care Coordination & Counselling

- Conduct psycho-social assessments and identify the need for immediate short-term solution-focused assistance for clients and making referrals for longer-term support in relevant cases
- Maintain a caseload of clients providing care coordination and/or psychological counselling services using a range of evidence-based strategies and interventions
- Conduct assessments and interventions via face to face and telehealth modes dependent on client preference, location and public health restrictions
- Work with clients presenting with multiple and complex needs to develop care plans, navigate health, medical and community services, and develop self-management skills.
- Conduct suicide risk assessments and safety management planning with clients
- Supporting people who have been newly diagnosed with HIV, living longer term with HIV or are at risk of HIV
- Assess, manage, safety plan and deliver therapeutic interventions for people who have or are experiencing sexual, domestic or family violence
- Consistent and accurate collection of clinical outcome measures for the purposes of therapeutic intervention and to demonstrate service outcomes
- Work in collaboration with crisis services and mental health services to ensure appropriate levels of care and support for the individual
- Be available for secondary consults to support internal and external services to deliver inclusive practice to our communities
- Work collaboratively with Mental Health LGBTQ+ Peer Workers.
- Opportunity to facilitate groups

## General

- Continually enhance networks with agencies and external service providers to ensure that all present and future clients are provided with a comprehensive range of options

and referrals, in particular local health district mental health services, housing and alcohol and other drugs services

- Plan, schedule, deliver and evaluate team activities to achieve established goals and objectives in line with the ACON Business Plan
- Actively participate in ongoing process of supervision, internal meetings, quality improvement activities and continuing professional development
- Identify key health issues for target populations and assist with health promotion interventions across ACON and external service providers
- Perform other duties to assist with the work of the unit as requested by your supervisor (or designate)
- This role may involve some travel across regional NSW to build referral pathways and promote the service.

### **Selection Criteria:**

#### **Essential:**

- Professional qualification and current registration with appropriate professional body
- Minimum of three years' experience in social work/psychology/occupational therapy/counselling in the fields of consumer-based mental health or suicide prevention and aftercare or domestic and family violence (DFV) or HIV/sexual health
- Demonstrated understanding, knowledge and commitment to working with people of diverse sexualities and/or genders, and people living with HIV
- Demonstrated experience undertaking psychosocial assessments, using short-term evidence-based therapeutic interventions (e.g. solution-focused brief therapy, cognitive behaviour therapy, dialectical behaviour therapy, EMDR and narrative therapy), care planning, advocacy and building referral pathways
- Risk assessment and management including suicide and DFV risk.
- Advanced level written, oral communication skills including case note documentation, outcome measure implementation, negotiation and conflict resolution management. Strong skills in using Microsoft Office Applications.

#### **Desirable**

- Experience working with mental health peer workers
- Medicare eligible clinicians
- Current driver's license

#### **Contact information**

There is one full-time role available in the Sydney Office on a permanent contract.

There is one full-time role available in the Sydney Office on a fixed term 3-year contract.

There is one full-time role available in the Hunter Office on a fixed term 3-year contract.

Please contact Helen Rowden ([hrowden@acon.org.au](mailto:hrowden@acon.org.au)) with any enquiries for the Sydney role and include your phone number.

Please contact Louise Dunne ([ldunne@acon.org.au](mailto:ldunne@acon.org.au)) or Dan McCarthy ([dmccarthy@acon.org.au](mailto:dmccarthy@acon.org.au)) with any enquires for the Hunter role and include your phone number.

***Please specify on your application if you are applying for the Sydney or Hunter role.***

**Applications close: Wednesday, 4th August 2021- 5 PM**

