

# 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

HUMAN RESOURCES USE ONLY		
APPROVED	CARE COORDINATOR/COUNSELLOR	July 2021

- 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**