**Team Leader, Care Coordination  
Sydney**

Our client services team provide a range of counselling, care coordination and home based care services designed to improve the health and wellbeing of our communities.

* We’re looking for an experienced individual to lead our multi-disciplinary care coordination team and help shape the ongoing development of our support services.

ACON provides a colourful, nurturing and fun workplace. We’re offering an opportunity for an experienced and motivated Team Leader for our Care Coordination team. This team provides care coordination support to 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. You will also manage a caseload of care coordination clients.

The position is suited to Social Workers, Psychologists, Occupational Therapists or Registered Nurses with experience leading a team of allied health or nursing professionals working in the mental health or community services sector.

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 one full-time position available working 70 hours per fortnight (part-time hours will not be considered). 1 to 3 year contract is available depending on skills and experience.

**Salary**: $106,900 – $108,700 (total remuneration package including superannuation and leave loading) commensurate with skills and experience. You may also elect to salary package a portion of your salary (up to $30,000 gross-up value) tax-free.

**Location**: Sydney

For more information please contact:

Helen Rowden, Manager Allied Health, [hrowden@acon.org.au](mailto:hrowden@acon.org.au) or 0490 108 294.

**Applications close midnight Sunday 26 September 2021**

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

All applications must include:

1. a completed ACON application form;
2. a document addressing the selection criteria in bullet point form (max. 4 pages); and
3. your resume (max. 3 pages)

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

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

**Position Description**

**Position Title:** Team Leader, Care Coordination

**Work Level:** Specialist

**Reports to:** Manager Allied Health

**Supervises:** Approximately 6 direct reports (mix of full-time and part-time staff) who are part of a multi-disciplinary team of allied health professionals and LGBTQ+ Mental Health Peer Workers.

**Position Overview**

This position is responsible for the day-to-day supervision, leadership and effective service delivery of the Care Coordination team. The team support people living with or affected by HIV and people of diverse genders and sexualities who may present in suicidal crisis or who may require support for their mental health and resilience, homelessness, NDIS, domestic and family violence, substance use or for support with gender affirmation. You will also manage your own caseload of care coordination clients.

**Main Activities**

**Lead the Care Coordination team:**

* Manage team systems including team meetings, referrals and allocations
* Provide line supervision and ad-hoc support and guidance to the team around clinical risk issues
* Ensure the team maintains a high level of record keeping and data collection to ensure the smooth operation of the service
* Identify opportunities for clinical improvement and support the implementation of clinical improvement activities
* Contribute to project budgeting, monitoring and reporting to relevant funding bodies
* Identify professional development needs and support the organisation of individual and unit training
* Plan, schedule, deliver and evaluate Care Coordination activities to achieve established goals and objectives in line with the ACON Business Plan.
* Assist with the development of referral pathways and the coordination of services provided both internally by ACON and through external service providers (e.g. organising in-services)
* Maintain partnerships and build new partnerships with external stakeholders including high case load S100 General Practices, mental health services and the social and community services sector
* Participation in interagency meetings as an ACON representative
* Be available for secondary consults to support internal and external services to deliver inclusive practice to our communities

**Maintain a caseload of care coordination clients**

* Conduct psycho-social assessments and identify the need for immediate assistance for clients and making referrals for longer-term support in relevant cases
* Maintain a caseload of clients providing short-term care coordination 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, support applications and advocacy for Housing/Centrelink/NDIS and develop self-management skills.
* Support 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 are experiencing suicidal risk and/or sexual, domestic or family violence (SDFV)
* 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
* Opportunity to facilitate groups

**General activities**

* Actively participate in and contribute to an ongoing process of 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 as requested by your supervisor (or designate).

**Selection Criteria**

**Essential:**

1. Professional qualification in Social Work, Psychology, Occupational Therapy or Registered Nurse and registration with the relevant professional bodies (e.g. AASW, AHPRA).
2. Minimum of five years of care coordination experience in the fields of HIV/sexual health or mental health or suicide prevention or sexual, domestic and family violence (SDFV) or disability
3. Demonstrated experience of managing or leading a team of allied health or nursing professionals (e.g. providing line supervision, responding to ad-hoc clinical risk issues and incidents, performance management and contributing to clinical governance activities)
4. Demonstrated understanding, knowledge and commitment to working with people of diverse sexualities and/or genders, and people living with and affected by HIV
5. Demonstrated experience undertaking psychosocial assessments, goal setting and care planning, advocacy, building referral pathways, risk assessment (suicide risk and SDFV risk) and using short-term evidence-based therapeutic interventions
6. Demonstrated knowledge and experience supporting clients and team to access the social services sector including Department of Housing, Centrelink, Victims of Crime, the NDIS and other community-based organisations and mental health services
7. Demonstrated ability to identify areas for continuing service improvement and supporting management to implement relevant changes
8. 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**

1. Clinical supervision qualification
2. Experience facilitating therapeutic groups
3. Experience delivering training and/or a Certificate IV in Training and Assessment
4. Current driver’s license

**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](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.

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. 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.

**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. If you are not selected for an interview, you will receive an email informing you that your application was not successful on this occasion.