**Client Service Officer -**

**Aged Care Volunteer Visitor Scheme (ACCVS)**

**Hunter Office**

ACON is Australia’s largest health organisation specialising in community health, inclusion, and HIV responses for people of diverse sexualities and genders; and offers a vibrant, inclusive and nurturing workplace.

* We’re offering a great part-time opportunity for a self-motivated person to join ACON’s ACVVS program supporting older LGBTQ+ adults. ACVVS provides social support for older people of diverse sexualities and genders who are living in their own home with an aged care package or in Residential Aged Care by matching them with trained volunteer visitors.

**The Role:**

We are looking for someone who has:

* Experience working in the community service sector particularly within aged care settings or strong personal understanding of navigating the aged care system.
* The ability to assess clients, volunteers, support with ACVVS matching processes and attend interagency meetings.
* A strong understanding working with aged care service providers and ability to support and promote the needs of older LGBTQ+ adults.
* A can-do attitude and ability to work independently and as part of a team in a fast-paced environment.
* A passion for working within the LGBTQ+ community and supporting the health and wellbeing of older LGBTQ+ people.

**About ACON ACVVS:**

You will be joining a small dynamic team of client service officers that support ACVVS recipients and volunteers to maintain

meaningful and ongoing engagement with the older LGBTQ+ community. The role will operate from ACON’s Hunter office

in a hybrid manner with a combination of in-office, work from home and outreach work. The role offers opportunities for

ongoing learning and development as well as monthly external supervision.

**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 innovative community engagement and health promotion programs and initiatives for our communities.

**Salary**: $62,632 (total remuneration package including superannuation and leave loading) – commensurate with skills, qualifications, and experience

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

**Location**: ACON’s Hunter Office.

**Hours:** Part-time (56 hours per fortnight) on a two-year fixed term contract (with the possibility of extension).

For more information about the roles, please contact Angie Kocsisek at [akocsisek@acon.org.au](mailto:akocsisek@acon.org.au) or (02) 9206 2000.

If this sounds like the position and organisation you’ve been looking for, find out how to apply at www.acon.org.au/jobs.

All applications must include:

1. a completed ACON employment application form;
2. a document addressing the selection criteria; and
3. your resume.

**Applications close: Sunday 25 September 2023**

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)

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**POSITION DESCRIPTION**

**Position Title:** Client Service Officer – Aged Care Volunteer Visitor Scheme (ACVVS) (Hunter Office)

**Work Level:** Operational

**Reports To:**  Coordinator Home Based Care Services – Home Based Support

**Direct Reports:**  This position does not have any employees reporting into it

**Position Overview**

This newly funded role is responsible for activating the ACVVS program in the Hunter region which involves assessing new clients, matching volunteer visitors and working with service providers so that a high standard of social support is delivered to LGBTQ+ adults living in residential aged care facilities or within their own home.

Due to the nature of the role, you will be supporting a range of older LGBTQ+ adults who may be experiencing varying complex needs. Successful candidates will have strong understanding of the older LGBTQ+ community and the aged care system. They will also work in a trauma sensitive and holistic manner by supporting ‘ageing in place’ and ‘aged care rights’ for older LGBTQ+ adults. They will be able to work in partnership with other service providers counsellors, social workers, residential aged care workers to deliver ACVVS and provide the best outcomes for a client.

**Main Activities**

* Provide services to ACVVS clients and volunteers including:
  + Conduct client assessments and re-assessments to determine the eligibility for ACVVS program and other supported required or referral to relevant services.
  + Match available volunteer visitors with eligible clients and maintain links and positive relationships with both clients and their carers.
* Maintain appropriate and timely statistics, administrative client records and written reports.
* Provide information about the organisation, including access to programs and services, eligibility criteria, capacity, waiting periods, and relevant fee structures where applicable.
* Identify the need for immediate short-term solution-focussed assistance for clients and making arrangements / referrals for longer-term support in relevant cases.
* Liaise with other staff members to coordinate entry, review, exit or transfer to relevant programs and services on behalf of clients, as required.
* 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.
* Escalate evidence that the organisation could improve the quality of service provided by extending a particular program or service, or by introducing a new program or service.
* Maintain a professional standard of behaviour and the confidentiality of all information pertaining to clients and their carers.
* Actively participate in and contribute to an ongoing process of supervision, unit meetings, team meetings, general staff meetings, quality improvement and professional development strategies.
* Perform other duties to assist with the work of the unit as requested by your supervisor (or designate).

**Selection Criteria**

**Essential:**

1. Knowledge and understanding of the unique context for older LGBTQ+ people living in community or residential aged care homes (including homophobia, transphobia, ageism, racism and ableism) and the ability to establish and maintain relationships with older members of LGBTQ+ communities.
2. Formal qualifications in a related field and/or experience (lived and/or professional) working in community services, aged care services or with older LGBTQ+ adults including supporting people with varying physical and cognitive abilities (E.g., dementia).
3. Strong understanding around the navigation of aged care systems and services particularly in the Hunter region.
4. Excellent oral and written communication skills including active listening, relationship building, boundary setting, empathy, conflict resolution and feedback.
5. Ability to work independently and complete relevant intake and home visit assessment in the community and visiting relevant aged care homes.
6. Applicants must provide evidence of double Covid 19 Vaccination, in addition to any other vaccination required to perform the role.
7. Current NSW Driver’s Licence.

**Desirable:**

1. Understanding of the NDIS.
2. Experience working with volunteers.
3. Understanding of the ACVVS program.

**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 [Work At ACON -ACON – We are a New South Wales based health promotion organisation specialising in HIV prevention, HIV support and lesbian, gay, bisexual, transgender and intersex (LGBTI) health](https://www.acon.org.au/about-acon/jobs/#work-at-acon-how-to-apply)

**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 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 People and Culture 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 People and Culture, you are ready to start work on your agreed date.

**How long does it take to hear back on my 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.