**Client Service Officer (Home Based Care Services)**

**We are looking for someone to join our Home Based Care team and actively support people living with HIV to live their healthiest and happiest lives**

**What’s Home Based Care you say?**

Home based care delivers two services:

* The Community Support Network (CSN), and
* The Aged Care Volunteer Visitors Scheme (ACVVS).

For 40 years the CSN program has supported the quality of life, independence, and choices of people living with HIV in New South Wales. CSN provides **FREE practical assistance** to help people living with HIV live as independently as possible in their own homes. This program is available to people who have a diagnosis of physical or cognitive impairment as a result of, or in the presence of, HIV infection resulting in impaired capacity for independent living. The Community Support Network is a team within the Client Services Unit within the Community Health Division.

ACVVS is a federally funded national program that matches volunteers to elder people either living at home or in aged care residential facilities with a goal of creating long lasting friendships that will reduce the social isolation and loneliness of elderly people and improve their sense of wellbeing. Our ACVVS recipients are all elder LGBTQ+ folk.

Home Based Care recruits and trains volunteers and matches them with people in either the CSN or ACVVS service. The focus of the program is to improve the wellbeing of those living with HIV and elders within the LGBTQ+ community while giving volunteers the opportunity to make a meaningful difference to, and enrich their own and other’s lives.

**Ok, so what’s the role?**

The **Client Service Officer (Home Based Care Services)** is essentially responsible for assessing new clients, matching volunteer carers and working with service providers so that a high standard of community care is delivered people living with HIV within their own home (CSN). The role might also see you assisting in the recruitment of volunteers and matching of clients withing the ACVVS program for elder LGBTQ+ community members. You will:

* Conduct client assessments and re-assessments to determine the eligibility and support required from home-based support services and other relevant services.
* Match available volunteer carers with eligible clients and maintain links and positive relationships with both clients, their carers and other involved services.

**Who are we looking for?:**

* Someone organised, hardworking, and good at building relationships with a range of age groups and who is truly excited about the idea of working with people living with HIV, volunteers and elders in the LGBTQ+ community
* Someone who loves both working independently and as part of a close, collaborative team.

**What else can we tell you?**

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.

To support the successful candidate in their new role at ACON we offer:

* Flexible working arrangements.
* Generous learning and development opportunities.
* Potential for tailored mentoring opportunities.
* Supportive working environment with a knowledgeable and friendly team.

**What’s the remuneration and working details?:**

**Salary**: $41,651.40 to $46,654.80 (*Gross 0.6FTE per-annum, PLUS* S*uperannuation and Leave Loading*) – commensurate with skills, qualifications, and experience.

**Location**: ACON’s Surry Hills office with some flexible working away from the office options a possibility.

**Hours:** Part-Time (42 hours per fortnight).

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 pro-rata leave entitlements – including up to an extra week of paid leave for full time employees to be taken during our Christmas and New Year’s shutdown period.
* Employee Assistance Program (EAP) – access to a comprehensive counselling service free to employees.

**How can I find out more details and apply?:**

If this sounds like you, we invite you to apply to join our team and help us make a meaningful impact on the lives of those we serve. By joining us, you will be part of a mission to create a healthier and more inclusive community.

We’d love someone who has experience already in this area but people at all levels of experience are absolutely welcome to apply. We highly encourage Aboriginal and Torres Strait Islander people, people from CALD backgrounds, people with disabilities, and people of all genders to apply.

For more information on the role, please contact Oscar Sanchez at [osanchez@acon.org.au](mailto:osanchez@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. Your completed *ACON Employment Application Form* – with all the details filled in where requested;
2. Your *Cover Letter* outlining how you meet the *Selection Criteria* (max. 3 pages); and
3. Your *Resume*.

**Applications Close: Sunday 24 March 2024**

We are grounded in the belief that diversity is our strength, our differentiator, and at the core of who we are and what we do. As part of our commitment to inclusion, we encourage applications from people living with HIV, Aboriginal and Torres Strait Islander people and LGBTQ people from culturally, linguistically and ethnically diverse, migrant and refugee backgrounds, and LGBTQ people of colour.

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

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| APPROVED: Associate Director (Acting), Client Services | Client Service Officer (Home Based Care Services) | Feb 2024 |

**POSITION DESCRIPTION**

**Position Title:** Client Service Officer (Home Based Care Services)

**Work Level:** Operational

**Reports To:** Coordinator, Home Based Care Services

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

**Position Overview**

Responsible for assessing new clients, recruiting and matching volunteer carers to clients and working with volunteers and clients so that a high standard of community care and support is delivered at home to people living with HIV.

**Main Activities**

* Provide services to clients and volunteers including:
  + Conduct client assessments and re-assessments to determine the eligibility and support required from home-based support services and other relevant services.
  + Recruit and match volunteer carers 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 make 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. Understanding of and commitment to ACON’s communities, particularly people with HIV.
2. The ability to establish and maintain relationships with older members of our communities.
3. Lived and/or professional experience with LGBTQ communities, and /or HIV health promotion and/or services, and/or formal qualifications in a related field or extensive experience in welfare or support service provision.
4. Excellent oral and written communication skills including active listening, relationship building, empathy, conflict resolution and feedback.
5. Experience working with Microsoft and or Client Management Database systems.
6. Current Australian Driver’s Licence

**Desirable**

1. Knowledge of individual, social and health impacts of HIV.
2. Understanding of the NDIS.
3. Awareness of legislation relevant to the position.
4. Understanding of the aged care, disability, and community health sectors.

**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. **Your completed ACON application form – with all the details filled in**

You can download this at <https://www.acon.org.au/about-acon/jobs/>

* + 1. **Your Cover Letter outlining how you meet the Selection Criteria**

Tell us how you meet each of the Selection Criteria in the Position Description in detail.

Tell us how your skills and experience relate to the requirements of the role and how you’d 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.

* + 1. **Your Resume**

Tell us about your current and previous employment and your education. Be sure to include:

1. Your **Name**, **Contact Details** and preferred **Pronouns**.
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 receipt of your documents.

**2) Shortlisting**

A selection panel of 2-4 qualified persons will review all the applications 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 Recruiting Manager 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 Recruiting Manager 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 qualified and capable of carrying out the duties of the position will be offered the role. The decision to make you an offer is based on your written application, your performance at interview, and successful Referee Checks, Criminal Record Checks, Proof of Vaccination 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 Declaration, Bank Deposit details, Superannuation Choice forms, etc.). Once these are returned to the People and Culture 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, and informing you of the date by which all successful applicants will be notified they have progressed to the next stage of the recruitment process. If you have not been contacted by this date, then unfortunately your application has not been successful.

If you are successful in gaining an interview, the Recruiting Manager will contact you to arrange a suitable date and time for interview. If you are not selected for an interview, you will not receive any further notifications regarding your application for this role. We appreciate the time you took to respond to our advertisement, and for your interest in ACON, and encourage you to apply for future roles that are advertised that fit your skills, experience, and qualifications.