**Care Coordinator/Counsellor – Sexual, Domestic & Family Violence Service**

**An opportunity to join a newly formed team of specialist workers responding to the needs of the LGBTQ+ community**

* 1 x Newcastle Based Role: Part-Time (3 days / week)

**What’s the Sexual, Family and Domestic Violence (SDFV) Service?**

The SFDV service is a project operating from our Surry Hills, Newcastle and Lismore offices, providing specialist care coordination and counselling services to LGBTQ+ people experiencing sexual, family and/or domestic violence.

**Ok, so what’s the role?**

The Care Coordinator / Counsellor roles are essentially a combination of case management and brief counselling in response to clients with experience of SDFV. This service is only for LGBTQ+ folk and recognises the unique contexts in which SDFV occurs for people of diverse sexualities and genders, and its impacts. You will:

* Maintain a caseload of LGBTQ+ clients who have experienced sexual, domestic and/or family violence. Some clients may also be seeking support in relation to gender and/or sexuality, mental health, substance support, ageing, housing, and/or be newly diagnosed or living longer-term with HIV.
* Collaborate with clients, other services, supervisors and managers to assess, manage and mitigate risk in a victim / survivor focused and trauma-informed manner.

**Who are we looking for?:**

* Someone who has an understanding of ACON’s communities and the unique complexities of working with LGBTQ+ clients who have experienced SDFV.
* Someone with real enthusiasm for working with victim / survivors of SDFV and can bring energy, optimism along with an organised, collaborative working style to the role.

**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.

You will be part of the Community Health team which delivers Care Coordination, counselling, substance support counselling, peer mental health support, trans mental health and trans peer support across NSW. It’s an energetic team of people with a dedicated focus on improving the lives of LGBTQ+ people.

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

Newcastle Role (Part-Time):

**Salary** (P-Time): $53,232.60 (*Gross per-annum for 3 days / week, PLUS* S*uperannuation and Leave Loading*) – commensurate with skills, qualifications, and experience.

**Location**: ACON’s Islington (Newcastle) Office, with some flexible working from home arrangements possible.

**Hours:** Part-Time (42 hours per fortnight) on a 2-year fixed term contract with the possibility of extension.

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 roles, please contact Maddy Liiv at [mliiv@acon.org.au](mailto:mliiv@acon.org.au) or (02) 9206 2000, or specifically for the Sydney position: Lila Rhodes at [lrhodes@acon.org.au](mailto:lrhodes@acon.org.au), and for the Newcastle position: Louise Dunne at [ldunne@acon.org.au](mailto:ldunne@acon.org.au).

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. 4 pages); and
3. Your *Resume* (max. 4 pages).

**Applications close: Sunday 7 April 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: Director, Community Health | Care Coordinator/Counsellor – SDFV Service | Feb 2024 |

**POSITION DESCRIPTION**

**Position Title:** Care Coordinator/Counsellor - Sexual, Domestic and Family Violence Services

**Work Level:** Professional

**Reports To:** Team Leader, Sexual, Domestic and Family Violence Services

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

**Position Overview**

This position includes a mix of short-term solution-focused support via counselling services, care coordination, referrals and advocacy for LGBTQ+ clients experiencing sexual, domestic and/or family violence (SDFV). Service delivery is conducted via face to face and telehealth, dependent on client preference, location and public health restrictions.

LGBTQ+ communities are expansive and diverse, and include LGBTQ+ people who are Aboriginal and/or Torres Strait Islander, culturally and linguistically diverse, on temporary visas, with disability, older, living in regional, rural and remote locations, at risk of incarceration or exiting imprisonment, and victim-survivors leaving violent situations.

**About ACON’s Community Care Team**

We provide free (or very low cost) and confidential counselling, care coordination, peer support and ageing support services to people living with HIV and their families, and LGBTQ+ people, our team comprises counsellors, psychologists, peer workers, social workers and client liaison officers. These services are delivered in person in Sydney, Newcastle and Lismore, and via telehealth. The SDFV service, within ACON’s Community Care team, is multi-disciplinary, trauma informed and client led to deliver short-term:

* Specialist support services for LGBTQ+ community members,
* Family and domestic violence services,
* Sexual violence services,
* Support and advocacy to access housing and accommodation services,
* Support and advocacy to access legal pathways and attendance with clients to police and at court,
* Referral pathways to perpetrator interventions as identified, including behaviour change programs,
* Referral pathways to other generalist or specialist services providing support for people experiencing family and domestic violence.

**Main Activities**

* Maintain a caseload of LGBTQ+ clients who have experienced sexual, domestic and/or family violence. Some clients may also be seeking support in relation to gender and/or sexuality, mental health, substance support, ageing, housing, and/or be newly diagnosed or living longer-term with HIV.
* Conduct psychosocial assessments to identify client needs and develop service plans. Services may include immediate short-term solution-focused assistance for clients, crisis or high-needs support in relevant cases, or arrangements/referrals for longer-term support.
* Deliver personalised leading practice therapeutic interventions, case management and service plans with clients.
* 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 facilitate the development of self-management skills.
* Collaborate with clients, other services, supervisors and managers to manage and mitigate risk in a victim / survivor focused and trauma-informed manner.

**Main Activities** (continued)

* Establish and maintain networks with public, NGO and other services to facilitate client referrals, advocating on behalf of clients where necessary and appropriate.
* Actively participate in and contribute to an ongoing process of line management supervision, external clinical supervision, internal meetings, quality improvement and professional development.
* Work to achieve established goals, objectives and KPI’s of SDFV Services, in line with ACON’s Business Plan, funding agreements and the guidelines provided by relevant ACON Policies and Procedures.
* Perform other duties to assist with the work of the unit and contribute to the broader strategic goals of the organisation, as requested by your supervisor (or designate).
* Use leading practice to maintain and ensure the confidentiality of client files and service data quality and collect consistent and accurate clinical outcome measures for the purposes of therapeutic intervention and to demonstrate service outcomes.

**Selection Criteria**

**Essential:**

1. Relevant experience and, or qualifications in the sector, and, or tertiary qualifications in social work, mental health social work, counselling, psychology (proof of registration with accredited professional bodies required).
2. Demonstrated experience working with clients in the field of SDFV.
3. Understanding of ACON’s communities and the unique complexities of working with LGBTQ+ clients who have experienced SDFV.
4. Detailed understanding of the drivers and impacts of sexual, domestic and family violence on LGBTQ+ people and communities, and commitment to the provision of services from an intersectional, feminist, strengths-based, trauma-informed perspective that values the lived expertise of victim/survivors.
5. Demonstrated skills and experience in several short-term interventions such as Cognitive Behavioural Therapy, Narrative Therapy, Solutions Focused Brief Therapy, Response Based Practice, Acceptance and Commitment Therapy, Motivational Interviewing and Positive Behavioural approaches.
6. Demonstrated experience undertaking psychosocial assessments, goal setting and care planning, advocacy, building referral pathways, risk assessment (suicide risk and SDFV risk), and use of evidence-based Client Outcome Measurement tools.
7. Demonstrated excellent communication skills including active listening, empathy, negotiation, conflict resolution and giving and receiving feedback.
8. Applicants must provide evidence of full CoVid-19 Vaccination, in addition to any other vaccination required to perform the role.

**Desirable:**

1. Experience in group work.
2. A demonstrated understanding of the workings of the health and community sector.

**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.