**Operations Manager, Client Services Sydney**

**Looking to further your career promoting the health and wellbeing of the LGBTQ+ community?**

**Can you deliver sustainable & equitable services that make a meaningful difference to clients?**

* Foster an inclusive, affirming, and effective service through team and community collaboration.
* Play a vital role in the development and delivery of ACON’s support services.

**About the Client Services Division**

The Client Services Division delivers trauma-informed individual and group support services to people living with or affected by HIV and/or people of diverse genders and sexualities (LGBTQ+ people). These services can include Intake, Care Coordination, Counselling, Mental Health Peer Work, Home-Based Care and Group Work.

**Ok, so what’s the role?**

The Operations Manager is responsible for overseeing all the operations of these services, across the course of the client journey, from service enquiry to service exit. This involves planning, developing and implementing operational processes and procedures of all funded services to optimise efficiency and ensure the ongoing delivery of safe, high-quality, inclusive and affirming services. This role will also work closely with other leaders and staff in Client Services (Sydney and the Regions) and other divisions (such as Community Health or HIV and Sexual Health). You will:

* Lead the delivery of services aligned to ACON’s model of care, evidence-based service models and user-journeys with a clear focus on safety, inclusive and affirming services for all community members.
* Contribute to the development of ACON’s Safety and Quality Governance Framework for Client Services – and associated policies, processes, and procedures – and lead their implementation.
* Ensure the Client Services division partners with clients and community in the co-design, development, delivery and improvement of services – monitor and respond to client feedback.
* Develop and maintain collaborative partnerships with other healthcare and community services providers to ensure integrated care pathways for LGBTQ+ people and people living with HIV.
* Provide regular line supervision and performance management for direct reports; offer support and debriefing to staff in the division and drive learning and development opportunities.

**Who are we looking for?**

* Someone with a Professional qualification in Social Work, Counselling, Occupational Therapy, Psychology or Peer Work and registration with the relevant Professional Body (e.g. AHPRA, AASW, CWA).
* Someone with experience managing an allied health or multi-disciplinary team, and in the delivery of individual supports services (e.g. care coordination or counselling) within a community health service or similar setting.
* Someone with proven ability to implement quality frameworks, manage risk, and lead continuous improvement processes in a healthcare or community service context, including compliance to clinical standards.

**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.

We provide a flexible and supporting working environment. You’ll be part of the Client Services Division, a highly varied team providing multi-disciplinary care, including counselling, peer support, and home-based care to ACON’s Gadigal/Sydney community.

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

**Salary**: $124,777 (*Gross per-annum, PLUS* S*uperannuation and Leave Loading*) – commensurate with skills, qualifications, and experience.

**Location**: ACON’s Gadigal/Sydney Office, with flexible working options a possibility (away from the office).

**Hours:** Full-Time (76 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 benefits and entitlements often above the National Employment Standards (NES) including:

* Salary Packaging up to $35,000 gross up value (i.e., currently up to $15,900 Expenses + $2,650 Meals, 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.
* Access to discounted unique accommodation experiences to improve employee health and wellbeing.

**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 Eloise Layard, Acting Director, Community Health and Client Services via email at [ELayard@acon.org.au](mailto:ELayard@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. 3 pages); and
3. Your *Resume* (max. 3 pages).

**Applications Close: Sunday 8 June 2025**

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: Acting Director, Client Services | Operations Manager, Client Services Sydney | May 2025 |

**POSITION DESCRIPTION**

**Position Title:** Operations Manager, Client Services Sydney

**Work Level:** Manager

**Reports To:**  Director, Client Services

**Direct Reports:**  3 - 5 Staff Members

**Indirect Reports:**  15-20 Staff Members (possibly more, dependant on funding)

**Position Overview**

The Operations Manager is responsible for the operational management of ACON’s Client Services based in the ACON Sydney office. This division delivers trauma-informed individual and group support services to people living with or affected by HIV and/or people of diverse genders and sexualities (LGBTQ+ people). These services can include Intake, Care Coordination, Counselling, Mental Health Peer Work, Home-based care and Group Work.

This position is responsible for overseeing all the operations of these services, across the course of the client journey, from service enquiry to service exit. This involves planning, developing and implementing operational processes and procedures of all funded services to optimise efficiency and ensure the ongoing delivery of safe, high-quality, inclusive and affirming services.

This role will also work closely with other leaders and staff in Client Services (Sydney and the Regions) and other divisions (such as Community Health or HIV and Sexual Health). This collaboration is focused on strengthening user experience, including smooth and appropriate referrals in and out of ACON’s services.

**Main Activities**

* Lead the delivery of services aligned to ACON’s model of care, evidence-based service models and user-journeys with a clear focus on safety, inclusive and affirming services for all community members.
* Contribute to the development of ACON’s Safety and Quality Governance Framework for Client Services – and associated policies, processes, and procedures – and lead their implementation.
* Ensure the Client Services division partners with clients and community in the co-design, development, delivery and improvement of services – monitor and respond to client feedback.
* Manage the Client Services risk management plan, including identifying service risks and implementing mitigation strategies.
* Act as an escalation point for service delivery incidents and support or lead required incident review processes.
* Ensure team engage in culturally responsive and accessible practices in their work with LGBTQ+ communities - including Aboriginal and Torres Strait Islander people.
* Develop and maintain collaborative partnerships with other healthcare and community service providers to ensure integrated care pathways for LGBTQ+ people and people living with HIV.
* Manage physical, financial, and human resources of the team, including support & mentoring – and evaluating performance of the division.
* Provide regular line supervision and performance management for direct reports; offer support and debriefing to staff in the division and drive learning and development opportunities.
* Plan, schedule, deliver and evaluate team activities to achieve established goals and objectives in line with the ACON Business Plan and grant agreements. Monitor performance data for continuous improvement and to report on progress to funders.
* Champion the development and sustained implementation of diversity and inclusion initiatives within the workplace, actively promoting a culture that respects, celebrates and cultivates differences among staff and volunteers.

**Selection Criteria**

**Essential:**

1. Professional qualification in Social Work, Occupational Therapy, Counselling, Psychology or Peer Work and registration with the relevant Professional Body (e.g. AHPRA, AASW, CWA – for Peer Work please contact us to discuss)
2. Minimum of 3-years’ experience managing an allied health or multi-disciplinary team and 5-years’ experience in the delivery of individual support services (e.g. care coordination or counselling) within a community mental health service or similar setting, with proven ability to manage teams, resources, and service delivery functions effectively.
3. Demonstrated capacity to implement quality frameworks, manage risk, and lead continuous improvement processes in a healthcare or community service context, including compliance to clinical standards.
4. Demonstrated ability to align operational activities (e.g. financial, human resources, administration, and program management) with strategic objectives, monitor performance data, and report effectively to stakeholders and funding bodies.
5. Experience overseeing psychological and risk assessments of clients with complex needs and providing clinical direction and leadership.
6. Experience using, administering, monitoring and ensuring compliance with client record management systems.
7. Advanced interpersonal, communication, negotiation, and liaison skills combined with sound judgement, diplomacy, and cultural responsiveness.
8. Commitment to ACON’s purpose, vision, values and strategic plan – including strong understanding of LGBTQ+ communities' needs and demonstrated experience ensuring culturally responsive and affirming services for diverse populations including Aboriginal and Torres Strait Islander people.

**Desirable:**

1. Proven experience partnering with service users to co-design, develop and evaluate programs, with demonstrated commitment to consumer-centred approaches.
2. Recommended vaccinations against illness that may adversely impact ACON’s communities.

**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.