**Care Coordinator/Counsellor – Northern Rivers**

**Want to be part of helping LGBTQ+ communities in Regional NSW?**

* We’re on the lookout for a passionate individual to play a vital role in delivering client services provision in Regional NSW.
* Part-time (0.8 FTE) opportunity based in our Bundjalung/Lismore Office.

**What’s ACON’s Regional Services, you say?**

Our regional teams engage with LGBTQ+ people, community members and people living with HIV (PLHIV) in providing care coordination, peer support, counselling services, delivering health promotion campaigns, undertaking community development and peer education initiatives, supporting community groups and events, providing training and support to mainstream services, and providing access to the needle and syringe program.

**Ok, so what’s the role?**

The Care Coordinator/Counsellor – Northern Rivers delivers psychological counselling and care coordination services to NSW clients of diverse sexualities and/or genders (LGBTQ+ people), and people living with HIV. Clients may present in suicidal crisis, or they may require support for their mental health and resilience, sexual, domestic and family violence, homelessness, NDIS, substance use or for support with gender affirmation. The role is placed within the context of a state-wide, multi-disciplinary team of allied health professionals working within a short-term, trauma-informed framework. You will:

* 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 psychological counselling and care coordination services using a range of evidence-based strategies and interventions.
* Assess, manage, safety plan and deliver therapeutic interventions for people who are experiencing suicidal risk and/or sexual, domestic or family violence (SDFV).
* 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 or affected by HIV.
* Maintain the consistent and accurate collection of clinical outcome measures (COMS) 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.

**Who are we looking for?**

* Someone experienced in psychological counselling and/or care coordination experience in the fields of SDFV, or mental health or suicide prevention or HIV/sexual health or disability.
* A person with demonstrated understanding, knowledge, and commitment to working with people of diverse sexualities and/or genders, and people living with and affected by HIV.
* Someone experienced in undertaking trauma-informed psychosocial assessments, goal setting and care planning, advocacy, building referral pathways and using short-term evidence-based therapeutic interventions.
* A person with demonstrated knowledge and experience supporting clients to access the health and social services sector and other community-based organisations and mental health services.
* Someone who takes initiative and can work autonomously within a supportive 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.

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

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

**Salary**: $93,053.00 to $103,911.00 (*Gross FTE per-annum, PLUS* S*uperannuation and Leave Loading*) – commensurate with skills, qualifications, and experience.

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

**Hours:** Part-Time (56 hours per fortnight) on a 12-month 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.

**Still reading?**

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 Phil James, Team Leader Client Services – Northern Rivers via email [pjames@acon.org.au](mailto:pjames@acon.org.au) or 0482 168 543.

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, 27 July 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: Director, Client Services | Care Coordinator/Counsellor – Northern Rivers | Jun 2025 |

**POSITION DESCRIPTION**

**Position Title:** Care Coordinator / Counsellor – Northern Rivers

**Work Level:** Professional

**Reports To:** Team Leader Client Services – Northern Rivers

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

**Position Overview**

This position delivers a psychological counselling and care coordination service to NSW clients of diverse sexualities and/or genders (LGBTQ+ people), and people living with HIV.

Clients may present in suicidal crisis, or they may require support for their mental health and resilience, sexual, domestic and family violence, homelessness, NDIS, substance use or for support with gender affirmation.

The role is placed within the context of a state-wide, multi-disciplinary team of allied health professionals working within a short-term, trauma-informed framework.

The role requires the provision of psycho-social assessment, psychological counselling and care coordination support to self-referred clients, clients referred internally within ACON or clients referred from external service providers (E.g. mental health teams, hospital settings, GPs, other community-based services).

The role may also require provision of some brief incidental counselling support to individuals when working closely with Mental Health LGBTQ+ Peer Workers.

**Main Activities**

* 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 psychological counselling and care coordination services using a range of evidence-based strategies and interventions.
* Assess, manage, safety plan and deliver therapeutic interventions for people who are experiencing suicidal risk and/or sexual, domestic or family violence (SDFV).
* 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 or affected by HIV.
* Maintain the consistent and accurate collection of clinical outcome measures (COMS) 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.
* The opportunity to facilitate groups.

**General Activities**

* Continually enhance networks with agencies and external service providers to ensure that all clients are provided with a comprehensive range of options and referrals, in particular local health district mental health services, housing and alcohol and other drugs services.
* Identify key health issues for target populations and assist with health promotion interventions across ACON and external service providers.
* Plan, schedule, deliver and evaluate team activities to achieve established goals and objectives in line with the ACON Business Plan and ACON’s key strategic plans, including the *Reconciliation Action Plan*, *Multicultural Engagement Plan*, and *Trans Health Blueprint*.
* Actively participate in, and contribute to an ongoing process of supervision, unit meetings, team meetings, general staff meetings, quality improvement and professional development strategies.
* 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.
* Comply with and contribute to work, health and safety policy objectives within the workplace, actively promoting a culture that prioritises healthy and safe workplaces for all.
* Perform other duties to assist with the work of the unit as requested by your supervisor (or designate).

**Selection Criteria**

**Essential:**

1. Professional Allied Health qualification (e.g. Psychology or Mental Health Accredited Social Worker) and current registration with appropriate professional body (e.g. AASW, AHPRA).
2. Experience in psychological counselling and/or care coordination experience in the fields of SDFV, or mental health or suicide prevention or HIV/sexual health or disability.
3. Demonstrated understanding, knowledge, and commitment to working with people of diverse sexualities and/or genders, and people living with and affected by HIV.
4. Demonstrated experience undertaking trauma-informed psychosocial assessments, goal setting and care planning, advocacy, building referral pathways and using short-term evidence-based therapeutic interventions (e.g., ACT, solution-focused brief therapy, cognitive behaviour therapy).
5. Demonstrated knowledge and experience supporting clients to access the health and social services sector including MyHousing, Centrelink, Victims of Crime, NDIS, gender-affirming care and other community-based organisations and mental health services.
6. Risk assessment and management including suicide and SDFV risk.
7. Advanced level of written and oral communication skills including case note documentation, outcome measure implementation, negotiation and conflict resolution management.
8. Strong skills in using Microsoft Office Applications.

**Desirable:**

1. Experience facilitating therapeutic groups
2. Current Australian driver’s license.
3. 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.