

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.
- ✓ Establish and maintain networks with public, NGO and other services to facilitate client referrals, advocating on behalf of clients where necessary and appropriate.

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Main Activities (continued)

- ✓ 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.
- ✓ 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.
- ✓ 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.
- ✓ 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).

Selection Criteria

Essential:

1. Tertiary qualifications in Psychology, Counselling, Social Work, or a related field, and current registration with appropriate professional body (e.g. AASW, AHPRA) where required.
2. Demonstrated experience in psychological counselling and/or care coordination in SDFV, mental health, suicide prevention, HIV/sexual health or disability.
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.

Desirable:

1. Experience in group work.
2. Demonstrated understanding of the workings of the health and community sector.
3. Recommended vaccinations against illness that may adversely impact ACON's communities.

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