

# POSITION DESCRIPTION



**Position Title:** Team Leader Client Services – Hunter

**Work Level:** Specialist

**Reports To:** Operations Manager – Regional Community Care and Statewide Peer Work

**Direct Reports:** Small Team of Counsellors and Care Coordinators

## Position Overview

ACON provides services to people living with (PLHIV), affected by or at risk of HIV, and to sexuality and gender diverse people in NSW that are aged 18 or over. This position is responsible for:

1. The line supervision and support of ACON's funded counselling services, and care coordination team to ensure the highest quality counselling support to PLHIV, and to sexuality and gender diverse people.
2. Supporting ACON's Pride Counselling service, a fee-for-service counselling program that provides service through Medicare and as a specialist Employee Assistance Program where applicable.
3. Managing a counselling/care coordination caseload using a short-term, solution-focused counselling approach to clients presenting with a range of mental health needs relating to HIV, gender and sexuality, mental health and substance support as well as ageing and domestic and family violence.

## About Hunter Client Services Team

The ACON Hunter Client Services Team is a small team of staff who cover the NSW Health districts of Hunter New England, Central Coast and Western NSW and provide;

- Up to 12 free one-hour counselling sessions over a period of up to 6 months, with no mental health plans required. Counselling is provided with a short-term solutions focused framework where clients are encouraged to identify 1-3 goals.
- Care coordination of up to 6 months, depending on needs, to help people; access relevant healthcare and support services, increase their ability to manage their care and reduce social isolation.

Both of these services are offered via telehealth or from the ACON Hunter office.

## Main Activities

This positions main responsibilities are:

- Plan, schedule, deliver and evaluate ACON's counselling and care coordination services to achieve established goals and objectives in line with ACON's Business Plan. This includes ACON's funded counselling and care coordination services, and referrals to ACON Pride Counselling.
- Ensure these services are delivered within ACON's Regional Counselling Service Protocols and Regional Care Coordination Protocols.
- Provide regular line supervision and de-briefing support (as required) to counsellors and care coordinators.
- Liaise with your team to ensure referrals and intakes are completed to ensure the smooth and efficient allocation of clients to the most appropriate service stream.
- Support care coordinators to utilise a range of best practice strategies within a self-managed chronic disease framework, including effective care and support strategies for clients living with or impacted by HIV.
- Develop and maintain Counselling and Care Coordination Services policies and procedures, including ACON Pride Counselling policies and procedures.
- Ensure counselling and care coordination services collect and record high quality client information in the electronic client record database.
- Actively lead team meetings and participate in broader unit meetings, general staff meetings, quality improvement and professional development strategies.

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- Continually enhance networks with primary health care, agencies and external service providers to ensure that all clients are provided with a comprehensive range of options and referrals.
- Provide short-term solutions focused counselling and care coordination to a caseload of between 15-18 clients of PLHIV, and people of diverse sexuality and gender. This includes providing referrals to appropriate external health and community services including specialist counselling, legal and social support.
- Maintain a professional standard of behaviour and the confidentiality of all information pertaining to clients and their families.
- Perform other duties to assist with the work of the unit as requested by the Manager (or designate).

## Selection Criteria

### Essential:

1. Tertiary qualifications and registration with the relevant professional body in psychology, social work or occupational therapy.
2. Minimum of five years’ experience in mental health service delivery, preferably within the context of LGBTQ+ mental health, suicide prevention, trans mental health, domestic and family violence and/or substance support.
3. Demonstrated experience in leadership, including building strong team cultures, managing clinical risks, and line supervising teams in a multi-disciplinary environment.
4. Demonstrated skills in a number of the following short-term solution-focused interventions; Cognitive Behavioural Therapy, Solutions Focused Brief Therapy, Acceptance and Commitment Therapy, Motivational Interviewing and Positive Behavioural approaches.
5. Demonstrated experience in the assessment of psychosocial needs as well as demonstrated insight into the broader range of social factors that may impact on the mental and physical health and wellbeing of LGBTQ+ people and PLHIV.
6. Understanding of and commitment to ACON’s communities, particularly people living with or affected by HIV.
7. Understanding of primary health care and how this position interfaces with GPs, other health services and the client.
8. Advanced level of oral and written communication skills including active listening, empathy, negotiation, conflict resolution and feedback.
9. Administration and system planning skills as well as proficiency in all Office software programs.
10. Actively participate in, and contribute to an ongoing process of supervision, unit meetings, team meetings, general staff meetings, quality improvement and professional development strategies.
11. 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.
12. Evidence of up-to-date recommended vaccinations to meet any Department of Health requirements for the role.

### Desirable:

1. Project Management experience
2. Current driver’s license

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