

# POSITION DESCRIPTION



**Position Title:** Care Coordinator / Counsellor

**Work Level:** Professional

**Reports To:** Team Leader, Care Coordination

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

## Position Overview

This position delivers short-term solution-focused support via, care coordination, counselling, referrals and advocacy for people of diverse sexualities and genders (LGBTQ+ people) and people living with HIV. The Care Coordinator/Counsellor supports clients across a range of experiences including, mental health and suicidal crisis/ideation, gender affirmation, housing and homelessness, disability and substance use.

Services are delivered face to face and/or by telehealth, dependent on client preference and location.

## About ACON's Care Coordination team

The Care Coordinator/Counselling team focuses on trauma-informed, culturally responsive, client-led, short-term interventions for LGBTQ+ people who may be in suicidal crisis or require support for their mental health.

We support LGBTQ+ people through counselling, case coordination, safety planning, advocacy, and referrals. We work to reduce barriers, challenge stigma, and strengthen pathways so that LGBTQ+ people can access the right support, at the right time.

## Main Activities

- ✓ Maintain a caseload of LGBTQ+ clients and/or people living with HIV to provide short-term care coordination and counselling services using a range of evidence-based strategies and interventions. Client support needs may be in relation to gender and/or sexuality, mental health and suicide, disability, substance support, ageing, housing, and/or be living with HIV or at risk of HIV.
- ✓ Collaborate with clients on assessments to identify needs and develop care plans. Services may include immediate short-term solution-focused assistance, crisis or high-needs support in relevant cases, or arrangements/referrals for longer-term support.
- ✓ Collaborate with clients presenting with multiple and complex needs to 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 related to mental health, housing or other crisis.
- ✓ Establish and maintain networks with public, NGO and other services to facilitate client referrals, advocating on behalf of clients where necessary and appropriate.
- ✓ Work to achieve established goals, objectives and KPIs for Care Coordination and the Peer & Client Services division which are in line with funding agreements, relevant ACON Policies and Procedures, ACON's Impact Strategy and annual Business Plan, ACON's *Reconciliation Action Plan*, *Multicultural Engagement Plan*, and *Trans Health Blueprint*.
- ✓ 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 best practice approaches to ensure the confidentiality of client information and the quality of service data, and collect consistent and accurate clinical outcome measures to inform therapeutic interventions and demonstrate service outcomes.
- ✓ Actively participate in, and contribute to an ongoing process of supervision, external clinical supervision, unit meetings, team meetings, general staff meetings, quality improvement and professional development strategies.

## Main Activities (continued)

- ✓ 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.
- ✓ Perform other duties to assist with the work of the unit as requested by your supervisor.

## Selection Criteria

### Essential:

1. Relevant experience and/or qualifications in the sector, such as social work, counselling, psychology or a related field, and eligibility for accreditation with appropriate professional body (e.g. AASW, AHPRA).
2. Minimum three years' experience in counselling and/or care coordination/case management.
3. Understanding of the systemic and social issues facing LGBTQ+SB Aboriginal and Torres Strait Islander peoples including brotherboys and sistersgirls, culturally and linguistically diverse communities, and people living with disabilities.
4. Demonstrated knowledge and experience supporting clients to access and navigate the social services sector including MyHousing, Centrelink, Victims of Crime, NDIS, gender-affirming care and other community-based organisations and mental health services.
5. Demonstrated experience collaborating with clients on psychosocial assessments, goal setting and care planning, advocacy, building referral pathways, risk assessment, and use of evidence-based Client Outcome Measurement tools.
6. Demonstrated experience of working within a trauma-informed, strengths based and healing framework.
7. Strong understanding of and commitment to working with ACON's communities, including people of diverse sexualities, trans and gender diverse people, and people living with and affected by HIV.