

# POSITION DESCRIPTION



**Position Title:** Team Leader, Care Coordination

**Work Level:** Team Leader

**Reports To:** Operations Manager, Peer and Client Services

**Direct Reports:** Approximately 4 – 6 direct reports (possibly more, dependant on funding)

## Position Overview

This position is responsible for the day-to-day supervision, leadership and effective service delivery of ACON's Care Coordination/Counselling team in Sydney.

The Care Coordination/Counselling team 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 service supports clients across a range of experiences including, mental health and suicidal crisis/ideation, gender affirmation, housing and homelessness, disability and substance use.

## Main Activities

Lead the Care Coordination team:

- ✓ Lead, motivate and support the team, creating a team culture that values safety, inclusion & learning
- ✓ Lead day-to-day operations including team meetings, referrals, allocations and record keeping standards.
- ✓ Plan, schedule, deliver and evaluate Care Coordination/counselling activities to achieve established goals and objectives in line with the ACON Business Plan.
- ✓ Provide regular line supervision and ad-hoc support and guidance (as required) to team members.
- ✓ Contribute to service quality through continuous improvement activities, data collection and reporting to funding bodies.
- ✓ Support a culture of growth by recognising development needs and coaching team members to enhance capability.
- ✓ Assist with the development of referral pathways both internally and through external service providers (e.g. organising in-services) and participate in interagency meetings as an ACON representative.
- ✓ Maintain and build partnerships with external stakeholders including General Practices, mental health services and the social and community services sector.
- ✓ Maintain a caseload of clients providing short-term care coordination and counselling services using a range of evidence-based strategies and interventions.

General activities:

- ✓ Actively participate in and contribute to an ongoing process of supervision, unit meetings, team meetings, general staff meetings, quality improvement and professional development strategies.
- ✓ Identify and act on opportunities for improvement of existing programs/services and new opportunities for growth and funding.
- ✓ Perform other duties to assist with the work of the unit as requested by your supervisor (or designate).

## Selection Criteria

### Essential:

1. Professional qualification in Social Work, Psychology or Occupational Therapy and registration with the relevant professional bodies (e.g. AASW, AHPRA).
2. Minimum of five years' experience in mental health service delivery, preferably within the context of LGBTQ+ mental health, HIV/sexual health, suicide prevention or sexual, domestic and family violence (SDFV)
3. Demonstrated ability to provide effective leadership and line management by fostering positive and cohesive team cultures, proactively managing clinical risks, delivering clear and consistent line supervision, supporting staff through robust performance management processes, and actively contributing to clinical governance frameworks and activities.

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4. Demonstrated understanding, knowledge and commitment to working with people of diverse sexualities, trans and gender diverse people, and people living with and affected by HIV.
5. Demonstrated experience undertaking psychosocial assessments, goal setting and care planning, advocacy, building referral pathways, risk assessment (suicide risk and SDFV risk) and using short-term evidence-based therapeutic interventions.
6. Demonstrated knowledge and experience supporting clients and team to access the social services sector including Department of Housing, Centrelink, Victims of Crime, the NDIS and other community-based organisations and mental health services.
7. Demonstrated ability to identify areas for continuing service improvement and supporting management to implement relevant changes.
8. Advanced level written, oral communication skills including case note documentation, outcome measure implementation, negotiation and conflict resolution management. Strong skills in using Microsoft Office Applications.

## Desirable:

1. Current driver's license.
2. Evidence of up-to-date recommended vaccinations to meet any Department of Health requirements for the role.

APPROVED: Director, Peer and Client Services	Team Leader, Care Coordination	Feb 2026
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