

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 includes a mix of short-term solution-focused support via, care coordination, counselling services, referrals and advocacy for people of diverse sexualities and genders (LGBTQ+ people) and people living with HIV.

This position involves supporting clients across a range of presentations, including, mental health and suicidal crisis, gender affirmation, housing and homelessness, disability and substance use.

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 Care Coordination service, within ACON's Community Care team, is multi-disciplinary, trauma informed and client led to deliver short-term:

- ✓ Specialist support services for people living with HIV,
- ✓ Specialist suicide prevention and aftercare,
- ✓ Specialist Trans Mental Health support,
- ✓ Support and advocacy to access housing and accommodation services,
- ✓ Support and advocacy to access NDIS and Centrelink pathways,
- ✓ Referral pathways to other generalist or specialist services.

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. Clients support needs may be may in relation to gender and/or sexuality, mental health and suicide, disability, substance support, ageing, housing, and/or be newly diagnosed or living longer-term with HIV.
- ✓ Conduct psychosocial assessments to identify client needs and develop Care 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.
- ✓ 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.
- ✓ Support people who have been newly diagnosed with HIV, living longer term with HIV or are at risk of or affected by HIV.
- ✓ Collaborate with clients, other services, supervisors and managers to manage and mitigate risk when working with clients experiencing mental health, housing or other crisis.

Main Activities (continued)

- ✓ 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 of Care Coordination and Client Services, in line with funding agreements and the guidelines provided by relevant ACON Policies and Procedures, and the ACON Business Plan and ACON's key strategic plans, including the *Reconciliation Action Plan*, *Multicultural Engagement Plan*, and *Trans Health Blueprint*.
- ✓ 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.
- ✓ 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.
- ✓ 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 (or designate).

Selection Criteria

Essential:

1. Relevant experience and/or qualifications in the sector, and tertiary qualifications in social work, mental health social work, counselling, or psychology (proof of registration with accredited professional bodies required).
2. Minimum of two years care coordination and counselling experience.
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 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 undertaking 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. Understanding of the systemic and social issues facing Aboriginal and Torres Strait Islander peoples and culturally and linguistically diverse communities, including brotherboys and sistergirls.
8. Evidence of up-to-date recommended vaccinations to meet Department of Health requirements for the role.