

# POSITION DESCRIPTION



**Position Title:** Care Coordinator / Counsellor – Northern Rivers

**Work Level:** Professional

**Reports To:** Team Leader Client Services – Northern Rivers

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

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## Position Overview

This position delivers a psychological counselling and care coordination service to NSW clients of diverse sexualities and/or genders (LGBTQ+ people), and people living with HIV.

Clients may present in suicidal crisis, or they may require support for their mental health and resilience, sexual, domestic and family violence, homelessness, NDIS, substance use or for support with gender affirmation.

The role is placed within the context of a state-wide, multi-disciplinary team of allied health professionals working within a short-term, trauma-informed framework.

The role requires the provision of psycho-social assessment, psychological counselling and care coordination support to self-referred clients, clients referred internally within ACON or clients referred from external service providers (E.g. mental health teams, hospital settings, GPs, other community-based services).

The role may also require provision of some brief incidental counselling support to individuals when working closely with Mental Health LGBTQ+ Peer Workers.

## Main Activities

- ✓ Conduct psycho-social assessments and identify the need for immediate assistance for clients and making referrals for longer-term support in relevant cases.
- ✓ Maintain a caseload of clients providing short-term psychological counselling and care coordination services using a range of evidence-based strategies and interventions.
- ✓ Assess, manage, safety plan and deliver therapeutic interventions for people who are experiencing suicidal risk and/or sexual, domestic or family violence (SDFV).
- ✓ Conduct assessments and interventions via face to face and telehealth modes dependent on client preference, location and public health restrictions.
- ✓ 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 develop 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.
- ✓ Maintain the consistent and accurate collection of clinical outcome measures (COMS) for the purposes of therapeutic intervention and to demonstrate service outcomes.
- ✓ Work in collaboration with crisis services and mental health services to ensure appropriate levels of care and support for the individual.
- ✓ The opportunity to facilitate groups.

APPROVED: Director, Client Services	Care Coordinator / Counsellor – Northern Rivers	Jun 2025
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## General Activities

- ✓ Continually enhance networks with agencies and external service providers to ensure that all clients are provided with a comprehensive range of options and referrals, in particular local health district mental health services, housing and alcohol and other drugs services.
- ✓ Identify key health issues for target populations and assist with health promotion interventions across ACON and external service providers.
- ✓ Plan, schedule, deliver and evaluate team activities to achieve established goals and objectives in line with the ACON Business Plan and ACON's key strategic plans, including the *Reconciliation Action Plan*, *Multicultural Engagement Plan*, and *Trans Health Blueprint*.
- ✓ Actively participate in, and contribute to an ongoing process of 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.
- ✓ 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.
- ✓ Perform other duties to assist with the work of the unit as requested by your supervisor (or designate).

## Selection Criteria

### Essential:

1. Professional Allied Health qualification (e.g. Psychology or Mental Health Accredited Social Worker) and current registration with appropriate professional body (e.g. AASW, AHPRA).
2. Experience in psychological counselling and/or care coordination experience in the fields of SDFV, or mental health or suicide prevention or HIV/sexual health or disability.
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 experience undertaking trauma-informed psychosocial assessments, goal setting and care planning, advocacy, building referral pathways and using short-term evidence-based therapeutic interventions (e.g., ACT, solution-focused brief therapy, cognitive behaviour therapy).
5. Demonstrated knowledge and experience supporting clients to access the health and social services sector including MyHousing, Centrelink, Victims of Crime, NDIS, gender-affirming care and other community-based organisations and mental health services.
6. Risk assessment and management including suicide and SDFV risk.
7. Advanced level of written and oral communication skills including case note documentation, outcome measure implementation, negotiation and conflict resolution management.
8. Strong skills in using Microsoft Office Applications.

### Desirable:

1. Experience facilitating therapeutic groups
2. Current Australian driver's license.
3. Recommended vaccinations against illness that may adversely impact ACON's communities.

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