



POSITION DESCRIPTION

POSITION TITLE:	Client Care and Support Worker
PROGRAM:	HIV Services
STATUS:	Part Time 0.6 FTE, fixed term until November 2024
REPORTING TO:	Manager Positive Living Centre (PLC)
LOCATION:	Positive Living Centre 51 Commercial Road South Yarra 3141
CLASSIFICATION:	VAC/GMHC Employment Agreement April 2014 -SCHCADS SACS Level 4
	Thorne Harbour Health pays above award rates.

1. ORGANISATIONAL ENVIRONMENT

Thorne Harbour Health is a community-controlled LGBTIQ+ organisation, governed by our members, and working for our sex, sexuality, and gender diverse communities.

For 35 years as the Victorian AIDS Council (VAC), the organisation led the Victorian community's response to HIV and AIDS. Our work has now moved beyond Victoria, and Thorne Harbour Health is responding to a broad range of issues. Thorne Harbour Health aims to improve the health, social and emotional well-being of LGBTIQ+ communities and those living with or affected by HIV, with a particular emphasis on bringing the HIV and AIDS epidemic to an end.

Our Vision

We envision a healthy future for our sex, sexuality and gender diverse communities, a future without HIV, where all people live with dignity and wellbeing.

Our Mission

We devise and deliver effective community-driven health and wellbeing programs. We advocate to reduce stigma and discrimination.

For more information on our organisation, please visit our website www.thorneharbour.org

2. PROGRAM CONTEXT, ROLE & FOCUS

Thorne Harbour Health's Positive Living Centre (PLC) was established in 1993. The PLC is a community centre that provides a range of health and wellbeing related programs for people living with HIV. The PLC's prime goal is to provide services, support and advocacy for all people living with HIV, via the provision of social, recreational, practical, and educational services & activities to improve health outcomes for clients. Services are provided by staff, trained volunteers or other facilitators and are reviewed regularly to ensure they are responsive to the changing needs of clients.

The Client Care and Support Officer, working under the direction of the Manager PLC, will deliver psychosocial support, advocacy, information, resource, care coordination and referral for people living with HIV. The PLC is intended to be a friendly, safe, and welcoming environment for all people living with HIV. This role is critical for maintaining this environment. This position requires effective teamwork with other program staff and with other sector partners. This role is responsible for delivering a consistent and quality service relevant to the identified needs of people living with HIV, in accordance with organisational policies and with a focus on the social determinants of health.

3. POSITION ROLE AND RESPONSIBILITIES

- In collaboration with colleagues, implement psychosocial support programs for people living with HIV.
- Contribute to an environment and culture that is safe, welcoming, client-centred, strengths-based and supports individual empowerment, health, and wellbeing.
- In consultation with colleagues, support clients with identified mental health, family violence and/or drug/alcohol issues.
- Support the implementation of client care plans.
- Assess and respond to client needs as required including through the provision of support, advocacy, and referral pathways.
- Liaise with other agencies and organisations in regard to services, activities as required.
- Develop effective collaborations, partnerships, and relationships with external organisations in a professional manner.
- Attend HIV Services and/or organisational meetings and/or professional development activities as directed.
- Adhere to the practices of community and consumer participation and the greater meaningful involvement of people living with HIV (MIPA principles).
- Effectively manage client visits, which includes regular observation of the premises, interacting and taking appropriate action to respond to incidents or potential incidents.
- Appropriate record keeping including data collection and client's health record including referral and activities.
- Work with staff and volunteers involved in the provision of an integrated range of services and activities for clients.
- In consultation with other HIV Services Program staff, actively contribute to the development of key service providers and sector networks, and participate as required, in training and forums to further these relationships.
- Work within the policies and procedures of the Program and organisation.
- Perform other duties as directed by the Manager PLC.

4. KEY SELECTION CRITERIA

Qualifications

- Tertiary qualifications in an appropriate discipline such as community development, health or social sciences or commensurate experience.

Skills and experience

1. A demonstrated understanding of community organisations and commitment to the principles of community development and social justice. Clearly demonstrated ability to maintain confidentiality of clients, staff, visitors and volunteers, and the ability to maintain appropriate boundaries and relationships.
2. Demonstrated sensitivity to the issues of people living with HIV, gay men and other people and communities at risk, including an understanding of the way in which the HIV epidemic impacts the daily lives of gay men and other men who have sex with men, injecting drug users and people living with HIV. Ability to work within a framework that is LGBTIQ+ affirmative and supports a stigma and discrimination free community for all LGBTIQ+ people and those at risk of or living with HIV.
3. Demonstrated ability to analyse needs, plan and develop services and manage quality within a service-delivery setting.
4. Well-developed computer skills, including ability to learn new software packages as required and to use computer-based systems on a daily basis.
5. Demonstrated organisational skills and an ability to handle a number of concurrent tasks, to prioritise, and to perform well under pressure.
6. Good verbal, interpersonal and written communication skills, and the ability to work relatively independently without close supervision, to work in a team, and to work with a goal-oriented approach.

5. CONDITIONS OF EMPLOYMENT

- Salary is paid in accordance with the VAC/GMHC Employment Agreement 2014. The classification for the position is SCHCADS SACS Level 4. Pay range is pro rata of \$87,266 - \$93,898 per annum.
- Salary packaging is available at Thorne Harbour Health. It is a legitimate method of restructuring existing salary into a combination of salary and expense payment benefits to provide a higher net remuneration for the employee.
- Employer's contribution to superannuation will also be paid.
- Conditions of employment are as stated in the VAC/GMHC Employment Agreement 2014.
- The position is for 22.8 hours per week.
- Completion by Thorne Harbour Health of a satisfactory police check.
- Evidence of a valid Working With Children Check.
- A willingness and ability to work flexible hours is required, including some early morning, evening and weekend meetings and other work-related commitments.
- A Confidentiality Agreement must be signed.
- Thorne Harbour Health is an equal opportunity employer. All staff members are required to contribute to creating a non-discriminatory workplace.
- Thorne Harbour Health provides a non-smoking workplace.
- Membership of the appropriate union is strongly encouraged.
- Applicants must either be Australian citizens or have permanent resident status or be able to provide current visa documentation confirming proof of eligibility to stay and work in Australia.

6. PROFESSIONAL SUPERVISION

Thorne Harbour Health has a commitment to ensuring that staff members receive high quality supervision on a regular basis. This role is required to attend this supervision.

7. WORKPLACE HEALTH & SAFETY

As an employee of Thorne Harbour Health, staff need to strive to ensure a safe and healthy workplace by complying with the provisions of Section 25 of the Occupational Health and Safety Act 2004 (Duties of Employees).

8. APPLICATION PROCESS

Written applications addressing the selection criteria and including a resume and the names and contact details of three professional referees should be sent to recruitment@thorneharbour.org

Applications close Sunday 11th February 2024.

For further enquiries please contact: Alex Nikolovski, Manager PLC on 9863 0444

Important: it is essential that applicants specifically address the selection criteria. Where selection criteria have not been addressed, applications will not be considered.