

# POSITION DESCRIPTION



**Position Title:** Director, Client Services (Gadigal Sydney)

**Work Level:** Executive

**Direct reports:** 1-5 direct reports, 20-40 Indirect reports and approximately 100 volunteers (depending on funding arrangements)

**Reports to:** Chief Executive Officer

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## Position Overview

The Director, Client Services, is a member of ACON's Senior Leadership Team (SLT), led by the CEO. The position has strategic and operational oversight and responsibility for clinical governance and quality assurance of clinical and non-clinical models of care, strategic planning and prioritisation, growth, people management, stakeholder engagement, and risk and financial management in the Client Services Division.

The position works closely with the CEO, Deputy CEO, Directors, Managers, Team Leaders, staff and stakeholders to ensure ACON's programs and services are sustainable, equitable and make a meaningful difference to ACON's communities.

## About Client Services

The Client Services Team delivers therapeutic individual and group support to people living with or affected by HIV and people of diverse genders and sexualities (LGBTQ+ people). The team currently comprises:

- Government-funded services including specialist sexual, domestic and family violence support, HIV and LGBTQ+ counselling, trans mental health, substance support, and suicide prevention and aftercare. Delivered by a multi-disciplinary team of Psychologists, Social Workers, Counsellors and Peer Workers across Intake, Care Coordination, Counselling, Peer Work and Aging Support Services teams.
- Pride Counselling Programs – ACON's fee-for-service social enterprise counselling model offering individual counselling, counselling to employees of Pride EAP member organisations, and secondary consults through Pride Supervision.

## Main Activities

This position is responsible for:

- ✓ **Leadership**
  - Provide strategic, program and quality leadership in developing, advocating for and implementing ACON's Strategic and Business Plans, Reconciliation Action Plan, Multicultural Engagement Plan and the Blueprint for Improving the Health & Wellbeing of the Trans & Gender Diverse Community in NSW.
  - Support, mentor and develop unit Managers and Team Leaders, and contribute to the ongoing development of ACON managers.
  - Role model the standards of behaviour expected of SLT members, consistent with the ACON Code of Conduct.
  - Participate as a member of the SLT in formulating organisational strategy and policy, particularly within area(s) of responsibility and accountability to positively demonstrate leadership by actively contributing to a positive, safe and strong culture at ACON underpinned, by our organisational values.
- ✓ **Strategic and Operational Planning and Oversight**
  - Provide leadership and input for all strategic plan implementation processes with the CEO, SLT, staff and volunteers.
  - Lead the development, delivery and evaluation of ACON's Gadigal Sydney Client Services, ensuring high quality, inclusive, affirming and safe services for all community members.
  - Participate in relevant working groups and contribute to the establishment of the ACON Health Centre.
  - Identify and act on opportunities for new funding and growth of services to ensure ACON continues to meet the needs of the community.
  - Identify service gaps and implement service model changes that could be implemented to bridge these gaps.

APPROVED: CEO	Director, Client Services	Apr 2024
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- ✓ **Quality, Safety & Care Governance**
  - Lead the ongoing development, implementation and evaluation of a Quality Safety and Care Framework that ensures ACON's Client Services maintain high quality, inclusive, affirming and safe service delivery for clients.
  - Ensure ACON Client Services complies with relevant Accreditation, legal and funder requirements.
  - Oversee the Client Services teams use of electronic client records data bases, including monitoring and analysing data, undertaking annual clinical audits, and leading all project deliverables and production of reports as required, including quarterly, progress and ad hoc reports required for funding bodies, the Senior Leadership Team and the Board.
  - Regularly monitor and analyse data, identify risks and opportunities and provide recommendations to address issues in an appropriate and timely manner.
  - Act as an escalation point for client-related incidents and support or lead required incident review processes.
  - Actively lead the development and implementation of organisational policy, particularly within program areas of responsibility.
  
- ✓ **People Management**
  - Lead, support, mentor, coach and develop direct reports by creating an environment that maximises their strengths, resources, full potential and to achieve their agreed targets.
  - Build and maintain a safe and open culture where staff are supported to actively collaborate.
  - Provide leadership and support in the development and implementation of Divisional and organisation-wide learning and development, and team building initiatives.
  
- ✓ **Financial Management & Risk Management**
  - Actively assist in the development of organisation-wide strategies for the growth and ongoing funding of programs and services.
  - Fully comply with CEO and Senior Leadership Team directives, relevant legislation and regulations, budgets, financial objectives, organisational policies and procedures and delegations, and monitor compliance of Division with the same.
  - Remain accountable for the overall financial performance of the Division, the achievement of funding and expense budgets, and achieving established goals and objectives in line with ACON's strategic and operational plans, policies, reputation, funding and the health of our communities.
  - Ensure financial accountability and transparency across the Division.
  
- ✓ **Stakeholder Engagement**
  - Continually build and enhance partnerships with internal and external stakeholders to ensure effective, collaborative and evidence-based program and service responses.
  - Continually build and sustain strategic relations with the NSW Ministry of Health and other major funding bodies.
  - Build and sustain strategic and purposeful relations with HIV and LGBTQ+ related bodies and partner organisations, including government agencies and NGOs at state, federal and international levels.
  - Work closely and collaboratively with all Directors and particularly Directors of Regional Services and LGBTQ+ Community Health, Equity and Harm Reduction in the delivery of programs and services.
  
- ✓ **Other responsibilities**
  - As directed by the CEO, undertake a range of projects/responsibilities to strengthen program and services efficiency and effectiveness.
  - Actively participate in and contribute to an ongoing process of supervision, unit meetings, team meetings, general staff meetings, quality improvement and professional development strategies.

## Selection Criteria

### Essential:

1. Professional qualifications in Social Work or Psychology, and full membership of the relevant professional association (e.g. AHPRA, PACFA, AASW).
2. Minimum of 5-years Psychology/Social Work experience working in community-based support services (e.g. mental health, AOD, peer work, domestic and family violence).
3. Demonstrated senior management experience in community-based organisations, including managing multiple funding agreements, project management, change management and human resource management, and the ability to effectively lead and build high performing teams.
4. Demonstrated ability to lead the development, implementation and evaluation of a Quality, Safety and Care Governance Framework.
5. Demonstrated understanding of the NGO funding environment in NSW and Australia and success in establishing new funding streams and new models of care to expand the reach of service delivery.
6. Demonstrated ability to build effective partnerships with internal and external stakeholders (government and non-government) and a sound understanding of the workings of Commonwealth, State/Territory and Local governments, and the health sector.
7. Understanding of and commitment to ACON's communities and strategic plan.
8. Evidence of double COVID-19 Vaccination, in addition to any other vaccination required to perform the role.

### Desirable:

1. Current Driver's Licence.