

# POSITION DESCRIPTION



**Position Title:** Intake Officer – Regional Services  
**Work Level:** Professional  
**Reports To:** Regional Operations Manager  
**Direct Reports:** This position does not have any employees reporting into it

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## Position Overview

ACON Health provides services to people living in NSW of diverse sexuality and gender (LGBTQ+) community, and to people living with HIV (PLHIV).

This position is responsible for undertaking intake assessments of individuals enquiring about ACON’s Regional Community Care and Peer Work services, liaising with regional community care and peer work staff regarding client allocation, brief interventions, making active referrals and facilitating the waitlists in consultation with Team Leaders.

This role operates in the context of a multi-disciplinary team working within a chronic disease self-management model to provide psychosocial assessment, support services and short-term counselling to improve the overall health and wellbeing of our clients.

## About Regional Community Care and Statewide Peer Work Services

The Regional Community Care Teams are based in the Hunter and Northern Rivers offices. They provide services to people living with (PLHIV), affected by or at risk of HIV, and to sexuality and gender diverse people in NSW that are aged 18 or over, including:

- ✓ Up to 12 free one-hour counselling sessions over a period of up to 6 months, with no mental health plans required. Counselling is provided with a short-term solution focused framework where clients are encouraged to identify 1-3 goals.
- ✓ Care coordination of up to 6 months, depending on needs, to help people; access relevant healthcare and support services, increase their ability to manage their care and reduce social isolation.

The Peer Work Service team use their lived experience to guide the provision of peer navigation, peer support, mentoring and advocacy to trans community members and for suicide prevention. The team sits within and works closely with the broader ACON Client Services team to deliver trauma-informed, wholistic person-centred support to clients in NSW face-to-face in the ACON office and via telehealth.

## Main Activities

This position is supporting both the Regional Community Care Teams and the Statewide Peer Work Services. You will:

- ✓ Conduct intake assessments and identify the primary presenting needs of individuals enquiring about ACON’s Regional Community Care and Peer Work services.
- ✓ Provide information about accessing ACON’s programs and services, eligibility criteria, capacity, waiting periods, and relevant fee structures where applicable.
- ✓ Liaise with ACON staff, in particular Regional Community Care and Peer Work teams in the Hunter and Northern Rivers, to ensure smooth, timely and appropriate allocation of clients and that teams are alerted to any risk issues.
- ✓ Identify the need for immediate arrangements &/or referrals for relevant cases and undertake the coordination of those referrals to ensure a successful outcome.
- ✓ Provide brief interventions as required for a range of issues including suicidal ideation, substance use, mental health, and practical support needs as required.
- ✓ Facilitate the existing waitlist for all client services through regular check ins with waitlisted clients and continual communication with Team Leaders and Managers in relation to changes in circumstances, and escalation of risk and/or referring to other services where appropriate.
- ✓ Deliver ACON’s intake service to achieve established goals and objectives in line with ACON’s Business Plan.

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## Main Activities (continued)

- ✓ Establish, maintain and continually enhance networks with a diverse range of external service providers and other stakeholders to facilitate client referrals to a range of service options. This will include maintaining a live database of resources available for referral pathways, brief interventions, and self-management tools.
- ✓ 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*.
- ✓ Administer, support, train and evaluate volunteer workers, while ensuring they are properly onboarded and documented in accordance with relevant ACON policy & procedures.
- ✓ 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.
- ✓ Perform other duties to assist with the work of the unit as requested by your supervisor (or designate).

## Selection Criteria

### Essential:

1. Tertiary-level qualifications in welfare, community support or a related field and/or extensive experience in welfare or support service provision.
2. Demonstrated experience in the assessment of psychosocial needs as well as demonstrated understanding, knowledge, and commitment to working with people of diverse sexualities and/or genders, and people living with and affected by HIV.
3. Demonstrated knowledge or experience in the delivery of crisis services, mental health services, alcohol and other drugs, sexual, family and domestic violence services, and/or disability services.
4. An understanding of intersectional minority experiences including the systemic and social issues facing Aboriginal and Torres Strait Islander peoples, brotherboys and sistergirls, and culturally and linguistically diverse communities and the skills necessary to provide culturally safe space for these clients.
5. Ability to build rapport, act empathetically and with sensitivity and while asking specific and personal questions required through the intake process.
6. Ability to build and maintain stakeholder relationships to strengthen referral pathways.
7. Advanced level of written and oral communication skills including active listening, negotiation, conflict resolution, crisis intervention, and the delivery and receipt of feedback as well as the ability to write comprehensive, detailed and accurate notes using SOAP method or other best practice model.
8. Strong skills in using Microsoft Office Applications.
9. Evidence of up-to-date recommended vaccinations to meet Department of Health requirements for the role.

### Desirable:

1. A demonstrated understanding of the workings of the health and community sector
2. Experience in community-based service delivery in the areas of sexual health and or/ HIV and/or LGBTQ community.

## Additional Information

This position is based in ACON's Awabakal/Hunter (Islington) office.

APPROVED: Acting Director of Regional Services	Intake Officer Regional Services	Oct 2024
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