



Victorian AIDS Council/Gay Men's Health Centre

VAC Reg. No. A 3609 GMHC Reg No. A0010550F

INFORMATION FOR APPLICANTS

Thank you for your interest in working at the VAC/GMHC. Please read the attached Position Description and this letter carefully as they outline what we require from you when applying for a job at VAC/GMHC.

The Selection Process

The Position Description sets out the duties of the position and further stipulates the **selection criteria** which you **must** address in your application, and which will be used to make the final selection decision in recruiting the right person for the job.

VAC/GMHC requires more than a cover letter and a resume in a job application. In addition we require applicants to complete a document that describes how they meet the **selection criteria** for the position. The selection criteria sets out the qualifications, knowledge, skills, qualities and experience we need for a job to be performed effectively. A written description demonstrating how you meet each selection criteria (using examples to support your claims against each of these) assists us to short list those people who will be interviewed. Applicants who do not address the Selection Criteria will not be considered for an interview.

Your application should be marked "Confidential" and sent to arrive at the address below by no later than **5.00pm, 8 February 2010**.

**John Hall, Manager HIV Services,
VAC/GMHC, 6 Claremont St,
South Yarra 3141**

Applicants who are selected for interview will be contacted by telephone and all applicants will be advised in writing at the conclusion of the selection process.

About the Organisation

The Victorian AIDS Council was formed in 1983 as the central part of the Victorian gay community's response to HIV/AIDS. In 1986 the Gay Men's Health Centre was formed to address the broader health needs of the gay community. Together, the Victorian AIDS Council and Gay Men's Health Centre work to respond to the continuing challenges of the HIV/AIDS epidemic and, increasingly, the gay community's broader health concerns.

Our core work aims to preserve the independence, dignity and health of people living with HIV/AIDS and to reduce the transmission of HIV. We are committed to social justice and social change.

Since our inception, we have been a strategic partner of government, hospitals and other service providers. Our effectiveness and inspiration come from the hard work and dedication of our volunteers and paid staff, who are men and women of many backgrounds, and from the ongoing support of the communities we serve.

Currently VAC/GMHC employs 45 staff and has an annual operating revenue of \$5,349,765.

Last year's Annual Report will provide you with additional information about the organisation and its work. If you would like to view a copy of this document it can be downloaded from our website at www.vicaids.asn.au

Again, thank you for your interest in working at the Victorian AIDS Council.



Victorian AIDS Council Gay Men's Health Centre

including the Positive Living Centre

VAC Reg. No. A 3609 GMHC Reg No. A0010550F
VAC ABN 52 907 644 835 GMHC ABN 87 652 472 253

POSITION DESCRIPTION

POSITION TITLE:	Client Care and Support Services Officer
PROGRAM:	HIV Services Program
STATUS:	2 positions – 1 x 30.4 hours per week (four days) 1 x 15.2 hours per week (two days)
REPORTING TO:	Team Leader, Client Care Co-ordination

1. PRIMARY OBJECTIVE

The Client Services Officer, under the supervision of the Team Leader Client Care Co-ordination, is part of a team responsible for the intake, assessment, monitoring, referral, co-ordination and review of clients seeking a range of services from the HIV Services Program, which are delivered at the Positive Living Centre.

The position is part of a multi-disciplinary team working to ensure best outcomes for clients requiring care and support services. It requires the capacity to work collaboratively and in consultation with staff across the HIV Services Program and with other key agencies and allied health services.

2. ORGANISATIONAL ENVIRONMENT

The Victorian AIDS Council/Gay Men's Health Centre (VAC/GMHC) grew out of and works closely with the gay, lesbian, bisexual and transgender (GLBT) communities of Victoria. It is constituted by two legally distinct incorporated organisations - the Victorian AIDS Council and the Gay Men's Health Centre - which have substantially shared memberships and work together under the co-governance of a single Board of Directors (the Board), whose members are elected by the membership of each of the two organisations.

VAC/GMHC aims to improve the health and social and emotional well-being of Victorian communities, with a particular emphasis in bringing the HIV/AIDS epidemic to an end. To achieve this aim, VAC/GMHC:

- Provides health care and support services to the HIV positive, GLBT and broader community.
- Builds the capacity of HIV vulnerable/at risk communities through preventative health strategies; and

- Advocates for social justice for the GLBT communities and improving their experience of the health service system.

The HIV Services Program provides four streams of support: Care Co-ordination, PLC Activities and Services, Community Volunteer Support and Residential Care. Clients are assessed and supported in accessing one or more of these streams, and associated services, and can move between these as their needs change.

The PLC is a community centre run by the VAC/GMHC's HIV Services Program. It is a vibrant, safe place, that provides a range of health and wellbeing related programs for people living with HIV/AIDS (PLWHA). At all times the HIV Services Program endeavours to fulfil the care and support strategic objectives of the organisation through the provision of social, recreational, practical, educational and other such services which aim to improve health outcomes for clients. Services are provided by staff and trained volunteers, often in collaboration with other agencies and programs.

3 THE ROLE OF THE CLIENT SERVICES OFFICER

The primary role of the Client Services Officer (CSO) is to work with the Team Leader, Client Care Co-ordination, to deliver consistent and quality support services to clients, relevant to their identified needs at the point of entry into the HIV Services Program. This will require working closely with other HIV Services Program staff, and, where appropriate, other sector partners to monitor and review client's needs to ensure identified issues are being effectively addressed.

A secondary role is for the Client Services Officer/s to be responsible for developing and maintaining networks to foster collaborative working relationships with community service providers, allied health agencies and other sector partners, in consultation with the Team Leader. It is envisaged that CSOs will establish "briefs of expertise" in areas deemed appropriate by the Team & Program to further assist in service provision.

4 KEY RESPONSIBILITIES

Client Role

The role requires working with clients and prospective clients, to assess their needs and to ensure the identified services and goals can be met by the most appropriate service provider. Current duties include;

- Assessing if people referred, or presenting to the HIV Services Program, are eligible and appropriate for VAC/GMHC based services and determining care and support pathways to meet their needs. Applying appropriate intake procedures for those accepted into the HIV Services Program.
- Providing advice and referral options for clients who identify needs outside the scope of the HIV Services Program, in consultation with the Team Leader and other staff.
- Establishing and maintaining client management plans as appropriate to keep records of client contacts and services delivered, to ensure a well co-ordinated and client focused response is achieved. These must be delivered in accordance with VAC/GMHC confidentiality and privacy policies and procedures.
- Maintaining regular contact with clients to monitor and review needs to ensure identified services are delivered effectively. Further, to follow up any client care support issues which include building capacity for outreach services.

- Working collaboratively with other services providers, sector partners and allied health to achieve optimum health outcomes for clients & others presenting to the Program for care & support services.
- Advocating for clients as required and /or deemed appropriate, in consultation with the Team Leader.
- In consultation with the Team Leader and in collaboration with team members and other HIV Services staff, determining appropriate sector & community networks, establishing key contacts and developing "briefs of expertise" on current and emerging needs of the Program (e.g. aging, indigenous, CALD, women, heterosexual, youth, housing).
- Providing support to the daily operations of the PLC, as required, and in consultation with the PLC Co-ordinator.
- Participating as required in client activities, forums and events.

5 TEAM & STAFF ROLE

The Client Services Officer works in a small team within the HIV Services Program. Commitment to team work and strong communication skills are essential for the effective delivery of appropriate community based and clinical services. Responsibilities will include;

- Attending regular team meetings and working co-operatively with the Team Leader and other team members in the planning, review and assessment of case work undertaken, particularly for those clients presenting with complex needs.
- Participating and providing input into Program service development & initiatives to improve and integrate service delivery for People Living with HIV/AIDS (PLWHA) to meet changing needs.
- Developing and maintaining effective working relationships and partnerships with internal and external service providers and relevant individuals and organisations. This is particularly vital in regards to the Royal District Nursing Service (RDNS) and the Social Work teams of hospitals.
- Working collaboratively with the Team Leader and mainstream service providers to improve access to and appropriateness of mainstream service provision to achieve excellence in outcomes for clients.
- Promoting community awareness of the role of the HIV Services Program, and VAC more generally, by participating at community forums and when appropriate attending/presenting at conferences.
- Attending and actively participating in monthly HIV Services Program meetings and quarterly VAC/GMHC staff meetings.
- To work collaboratively with and be supportive of HIV Services volunteers, particularly PLC based volunteers.
- Other duties as directed.

6. KEY SELECTION CRITERIA

Essential

1. A tertiary qualification in social work, welfare, community development or a relevant discipline or extensive and demonstrated experience within a community/health service environment of at least three years (3) years.
2. Demonstrated experience and record of achievement in complex client service delivery, including an understanding of and experience in applying and achieving best practice client intake, assessment, response planning, information, referral, and review.
3. Ability to problem solve, manage conflict and change processes using experience and professional judgement to achieve productive resolutions and desired outcomes.
4. Demonstrated capacity to work collaboratively as part of a multi disciplinary team.
5. Demonstrated experience in contributing to the planning, implementation and evaluation of policies, practices and performance relating to client service delivery.
6. The ability to plan and organise work at an individual level within a set timeline and in an environment of change and conflicting demands.
7. A strong commitment to social justice, and an understanding of the issues of, and commitment to work with people living with HIV/AIDS, gay men, and other people and communities at risk.
8. Demonstrated computer skills, particularly Microsoft Office packages and database systems.
9. Current Driver's Licence.

Desirable

10. An understanding of and commitment to the principles of community development and volunteerism.

SALARY AND CONDITIONS

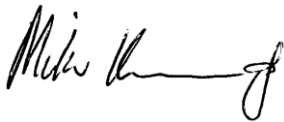
- Overtime is not paid however, can be taken as time-in-lieu with prior approval from the Team Leader, Care Co-ordination and within VAC/GMHC policies and conditions. There will be some requirement to work flexible hours, including some morning, evening and weekend work.
- Conditions of employment; the salary and conditions are based on the Social and Community Services Award, Community Development Worker Grade 2B. Yr 1 (\$48,344.30) to Yr 6 (\$55,548.68) pro rata – this is based on award salary conditions as at July 2009.
- The appointment is subject to the Rules of the organisations and to such policies as may apply from time to time.
- Conditions of employment as stated in the Victorian AIDS Council Inc. and Gay Men's Health Centre Inc. Employment Agreement.

- VAC/GMHC is an equal opportunity employer and as such all staff are required to contribute to creating a non-discriminatory workplace.
- VAC/GMHC provides a non-smoking workplace.
- The position must work within and abide by the VAC/GMHC Staff Code of Conduct.
- All positions within VAC/GMHC are subject to a three month probation period.

7. WORKPLACE HEALTH AND SAFETY

VAC/GMHC provides a safe and healthy workplace, and as an employee of the organisation the PLC Coordinator is responsible for contributing to this by complying with the provisions of Section 25 of the Occupational Health and Safety Act 2004 (Duties of Employees).

Signed

A handwritten signature in black ink, appearing to read 'Mike Kennedy', with a stylized flourish at the end.

Mike Kennedy
Executive Director

January 2010