



## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	Home Care Client Support Officer
<b>PROGRAM:</b>	Community Support
<b>STATUS:</b>	0.6 FTE (22.8 hours a week) on-going
<b>REPORTING TO:</b>	Manager, Community Support Program, HIV Services
<b>LOCATION:</b>	Positive Living Centre, South Yarra
<b>CLASSIFICATION:</b>	VAC/GMHC Employment Agreement April 2014, SCHCADS/SACS 4.1 <b>Thorne Harbour Health pays above award rates.</b>

### 1. ORGANISATIONAL ENVIRONMENT

Thorne Harbour Health is an LGBTIQ+ community-controlled 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](http://www.thorneharbour.org)

## 2. PROGRAM CONTEXT, ROLE & FOCUS

The Home Care program is part of Community Support, based at the Positive Living Centre in South Yarra. The Home Care Client Support Officer oversees the delivery of home-based support services for people living with HIV who need assistance to continue living independently in the community.

The Home Care Client Support Officer also supports members of the LGBTIQ+ community who are aging or living with a disability. This includes working with people who have government-funded home care packages and participants in the National Disability Insurance Scheme. Our NDIS support includes home help and community participation.

This role is crucial in ensuring the delivery of a consistent and quality service that is relevant to the identified needs of people living with HIV and members of the LQBTIQ+ community.

## 3. POSITION ROLE AND RESPONSIBILITIES

- Assess client support needs, prepare support plans, and update them as required.
- Respond to client needs as required, including through support, advocacy, and referral to other services.
- Support clients with mental health issues.
- Support Home Care staff who provide services in clients' homes and in the community.
- Maintain professional case notes and record-keeping.
- Report to the program manager on a regular basis, including through supervision sessions.
- Attend staff meetings and professional development activities as directed.
- Work within the policies and procedures of the HIV Services Program and the organisation.
- Perform other duties as directed by the program manager.

## 4. KEY SELECTION CRITERIA

### Qualifications

- Tertiary qualifications in an appropriate discipline such as social work, health, welfare or social sciences, or commensurate experience.
- Victorian driver's licence.

### Skills and Experience

1. Strong client support ability, including working with clients with mental health issues.
2. Sensitivity to the issues of people living with HIV and other people and communities at risk, including an understanding of the way in which the HIV epidemic affects the daily lives of gay men and other men who have sex with men, injecting drug users and other people living with HIV.
3. A demonstrated understanding of the needs of people living with disability and the role of the National Disability Insurance Scheme.
4. 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.
5. Good verbal, interpersonal and written communication skills, well-developed computer skills, and the ability to work relatively independently as part of 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 Award/SACS Level 4.1. The pay rate is pro rata of \$87,266 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.
- Candidates must have full working rights in Australia and may be required to provide proof of this eligibility.

## 6. PROFESSIONAL SUPERVISION

Thorne Harbour Health has a commitment to ensuring that staff members receive high-quality supervision on a regular basis. The person in 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](mailto:recruitment@thorneharbour.org)

For further enquiries please contact Campbell Smith (Manager, Community Support) on 9863 0421.

Applications close: Sunday, 28 April 2024.

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