

Applicant Pack

Acknowledgement of Country

The Twenty Ten Association Incorporated (Twenty10) is based on the lands of the Gadigal peoples. We acknowledge that our work takes place on lands that are under colonial occupation and that sovereignty has never been ceded. We pay our deepest respects to Gadigal elders, past and present, and wish to extend this respect to all Aboriginal and Torres Strait Islander People across this Country we know as Australia.

POSITION TITLE: Counsellor & Care Coordinator Family, Domestic & Sexual Violence

AWARD: Social, Community, Home Care and Disability Services Industry Award 2010

CLASSIFICATION: Social and Community Services Employee Level 5

POSITION OBJECTIVE:

The Counsellor & Care Coordinator, FDSV roles work within Twenty10 Client Services Team and will provide a combination of specialist, short-term case management and short-term therapeutic support to LGBTIQ+ clients aged 12 -25 who have experienced or are experiencing family, domestic and/or sexual violence.

REPORTING STRUCTURE:

This role reports to the Client Services Manager and has no direct reports.

WORKING AT TWENTY10:

Twenty10 is based on Gadigal Country (Sydney) and provides a wide range of support programs for LGBTIQ+ young people (aged 12-25), their families and communities. This includes transitional housing, counselling, case management, social support programs and events, as well as an intake and referral service. We deliver training in working affirmatively with LGBTIQ+ people and we are the state partner for National telehealth peer support service Olife.

Twenty10 offer hybrid working opportunities and other flexible working arrangements. We are currently based in Chippendale which is our primary location, but will be relocating to the Inner West Pride Centre at Newtown Town Hall in late 2024.

Twenty10 highly encourage Aboriginal and Torres Strait Islander people, people from CALD backgrounds, people with disabilities, and people of all genders to apply.

Twenty10 also offer salary packaging, access to an employee assistance program, other health and wellbeing initiatives and pro-rata paid leave over the end of year holiday break when our service closes for part-time and full-time workers.

RENUMERATION, HOURS & LOCATION:

- **Location:** Chippendale, Sydney – with a relocation to Newtown, Sydney scheduled for August 2024



- **Hours:** Part-time employees at Twenty10 work a 37.5-hour week (7.5 hour days) pro-rata. There is one position available 3 days /week and one position available 4 days / week.
- **Other information:** These roles are funded until June 30 2025, with the possibility of extension.

HOW TO APPLY:

All applicants must supply the following:

1. A completed **Twenty10 Employment Application Form** with all sections completed including references.
2. Your cover letter outlining how you meet the **Key Skills and Experience** required for this role (3 pages maximum).
3. Your **resume** which should outline your work, volunteer and education experience – as well as any other relevant experience (3 pages maximum).

RECRUITMENT AT TWENTY10:

1. All applications should be submitted through the Ethical Jobs website, and you will receive a notification of your application being received.
2. A selection panel will review all applications, and you will receive either an invitation to attend an interview or an email notifying you that you have not proceeded to interview stage this time. On the occasion, you may receive a phone call if we need to clarify some information you have provided. This process can take up to 4 weeks from the closing date of the position.
3. If you are invited to an interview, you will be provided with an opportunity to meet in person or via Teams. Your interview will be with 2-3 Twenty10 workers, and you will receive the questions for 20 mins, and then an interview for 40 mins.



POSITION DESCRIPTION

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REPORTING STRUCTURE:

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PRINCIPAL DUTIES:

SDFV Specialist Support

- Maintain a caseload of LGBTIQ+ clients who have experienced and/or witnessed family domestic and /or sexual violence. Some clients may also be seeking support in relation to gender and/or sexuality, mental health or housing.
- Identify client needs and develop support plans which may include immediate short-term support, as well as longer term needs.
- Develop and provide therapeutic interventions to support clients.
- Develop care co-ordination plans that may include support, applications and advocacy in a variety of settings; medical, educational, family, Centrelink, NDIS and other services.
- Establish and maintain networks with government and other services to facilitate client referrals, advocating on behalf of clients where necessary and appropriate including to access housing and accommodation and legal support and/or court-based services.
- Collaborate with clients, other services, supervisors, and managers to manage and mitigate risk in lived experienced focused and trauma-informed manner.

Quality Service Provision

- Participate in professional development.
- Ensure that complete confidentiality, security and sensitivity is applied to the handling of information and communication of issues.
- Complete regular project review and evaluation procedures for role-specific work with a view to continuously strengthening and improving systems and processes.
- Manage project budgets with the CEO and reconcile own petty cash.
- Participate in whole team meetings, work supervision, external clinical supervision and performance reviews
- Follow, utilise and promote the Organisation's vision, quality standards, guiding principles, Compliance Framework, Policies and Procedures, Core Values and Work Health and Safety (WHS) requirements



- Safeguard vulnerable persons including children in line with organisational policies and procedures.
- Perform any other duty as directed by the Client Services Manager, CEO and the Organisation.

KEY SKILLS & EXPERIENCE

Experience Required

1. Tertiary qualifications in social work, mental health social work, counselling, psychology or equivalent.
2. Current registration with relevant accredited professional bodies such as AHPRA, ARCAP, ACA etc. if relevant,
3. Demonstrated experience providing support/case management to clients in the field of DFSV.
4. A nuanced understanding of the complex issues faced by members of the intersectional lesbian, gay, bisexual, transgender, intersex, queer and asexual (LGBTIQ+) communities, including current health, human rights and psycho-social issues, especially mental health, and suicide prevention.
5. Demonstrated experience undertaking psychosocial assessments, safety planning, goal setting and care planning, advocacy, building referral pathways, risk assessment (suicide risk and FDSV risk), and use of evidence-based client outcome measurement tools.
6. Demonstrated knowledge of sector specific referral pathways and support co-ordination for young LGBTIQ+ clients.
7. Lived experience as an LGBTIQ+ person, including Brotherboys and Sistergirls.
8. Strong computer skills including Microsoft Office (Outlook, Word, and Excel), and an understanding of technical systems both hard and software.
9. Demonstrated experience in working with databases and client data management systems.

Aptitude & Interpersonal Skills

1. Highly developed organisational and project management skills including managing complex workloads with competing deadlines, including strong self-management skills, being adaptable, responsive, proactive, self-motivated, ability to multi-task and prioritise work systems
2. Excellent communication (written and verbal) and interpersonal skills including demonstrated skills and ability to communicate effectively and sensitivity and develop rapport with a wide range of people including those who identify as LGBTIQ+
3. Enjoyment of working within a multidisciplinary workplace with complex targets and competing short term/long term demands
4. Strong reflective practice and self-care skills, with a commitment to maintaining currency of skills and knowledge
5. Strong initiative, positivity and demonstrated ability to work in a fast-paced environment, both independently and as part of a team, and ability for conceptual and strategic problem solving
6. Willingness and ability to sometimes work outside of normal business hours and to travel for short periods if required
7. Demonstrated understanding of and commitment to safeguarding children and other vulnerable people.



Other qualifications

1. Current NSW Working with Children Check clearance (paid staff not volunteer) and National Police Check Certificate prior to commencement.

