



## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	Client Care and Support Worker
<b>PROGRAM:</b>	HIV Services
<b>STATUS:</b>	Casual
<b>REPORTING TO:</b>	Manager Positive Living Centre (PLC)
<b>LOCATION:</b>	Positive Living Centre 51 Commercial Road South Yarra 3141
<b>CLASSIFICATION:</b>	VAC/GMHC Employment Agreement April 2014/ SCHADS SACS Level 4

### 1. ORGANISATIONAL ENVIRONMENT

Thorne Harbour Health is a community-controlled LGBTIQ+ 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)

#### **The Communities We Serve**

When we talk about 'the communities we serve', language matters. We use words in ways that acknowledge and demonstrate respect for the way we describe our bodies, genders, and relationships. The terminology our communities use is complex and evolving, and identities can shift and change over the course of a person's life. We now use the LGBTIQ+ acronym as a collective term,

but not all see it as inclusive enough. At Thorne Harbour Health, the communities we serve are made up of unique people with diverse backgrounds and experiences who identify as lesbian, gay, bisexual, people with innate variations of sex characteristics, trans and gender diverse, non-binary, intersex, queer, other sexualities, gender bodily diverse people, and all people living with HIV. HIV continues to be important to us because it's where we began and will always be part of our communities' experience. While we remain committed to using and advocating for inclusive language and will endeavour to always describe people in the way they describe themselves, we will use the term 'our communities' when referring to the diverse communities we serve.

Our work is informed by our communities. We acknowledge the people we have lost to HIV, transphobia, homophobia, stigma, and discrimination. We acknowledge the learnings and guidance from our communities' elders and honour their legacy.

For more information on our organisation, please visit our website [www.thorneharbour.org](http://www.thorneharbour.org)

## **2. PROGRAM CONTEXT, ROLE & FOCUS**

Thorne Harbour Health's Positive Living Centre (PLC) was established in 1993. The PLC is a community centre that provides a range of health and wellbeing related programs for people living with HIV. The PLC's prime goal is to provide services, support and advocacy for all people living with HIV, via the provision of social, recreational, practical and educational services & activities to improve health outcomes for clients. Services are provided by staff, trained volunteers or other facilitators and are reviewed regularly to ensure they are responsive to the changing needs of clients.

The Client Care and Support Officer, working under the direction of the Manager PLC, will deliver psychosocial support, advocacy, information, resource, care coordination and referral for people living with HIV. The PLC is intended to be a friendly, safe and welcoming environment for all people living with HIV. This role is critical for maintaining this environment. This position requires effective teamwork with other program staff and with other sector partners. This role is responsible for delivering a consistent and quality service relevant to the identified needs of people living with HIV, in accordance with organisational policies and with a focus on the social determinants of health.

## **3. POSITION ROLE AND RESPONSIBILITIES**

- Collaborate with colleagues to design and implement psychosocial support programs tailored to the needs of people living with HIV.
- Foster a safe, welcoming, and person-centred environment that emphasises a strengths-based approach, individual empowerment, and overall health and wellbeing.
- Conduct comprehensive client intake and assessments to identify individual needs, provide appropriate support and advocacy, and facilitate referrals to suitable services or pathways to ensure holistic care and positive outcomes.
- Provide targeted support to clients experiencing mental health challenges, family violence, and/or drug and alcohol issues, in consultation with colleagues.
- Assist in the implementation and monitoring of client care plans to ensure responsive and effective service delivery.
- Establish professional relationships and partnerships with external stakeholders to support the development of services and programs.
- Participate in HIV Services meetings, organisational forums, and professional development opportunities as directed.
- Uphold the principles of community and consumer participation, emphasising the meaningful involvement of PLHIV (MIPA principles).

- Manage client visits effectively, ensuring regular observation and maintaining of the premises. Addressing incidents or potential concerns proactively.
- Maintain accurate records, including data collection, client records, and documentation of referrals and activities.
- Work collaboratively with staff and volunteers to deliver an integrated suite of services and activities for clients.
- Identify and pursue funding opportunities, including grant applications, to support and expand services and programs for PLHIV. Proactively seek opportunities to submit abstracts for conferences, contribute to research initiatives, and integrate evidence-based practices into service delivery.
- Contribute to the development of service provider networks and participate in training sessions and forums to strengthen sector relationships, in consultation with program staff.
- Adhere to all policies and procedures of the Program and organisation to ensure compliance and best practices.
- Undertake additional duties as required by the Manager, Positive Living Centre.

#### **4. KEY SELECTION CRITERIA**

##### **Qualifications**

- Tertiary qualifications in an appropriate discipline such as community development, health or social sciences or commensurate experience.

##### **Skills and experience**

- A demonstrated understanding of community organisations and commitment to the principles of community development and social justice, emphasising the meaningful involvement of PLHIV. Proven ability to foster a safe, person-centred, and strengths-based environment that promotes empowerment and well-being.
- Demonstrated sensitivity to the issues and needs of people living with HIV, gay men, and other at-risk communities, including the social and cultural impacts of HIV. Experience working within an LGBTIQ-affirmative and stigma free framework to support individuals and communities.
- Demonstrated ability to conduct client intake and assessments, develop care plans and provide tailored support. Strong skills in designing and implementing psychosocial programs and services to address complex client needs.
- Proven ability to build and maintain professional relationships with external agencies, stakeholders, and colleagues to enhance service delivery. Demonstrated capacity to contribute to sector development through partnerships, training, and active participation in forums and conferences.
- Well-developed computer skills, including ability to learn new software packages as required and to use computer-based systems.
- Demonstrated organisational skills including managing multiple tasks, prioritising workloads, and to perform well under pressure.
- Excellent verbal, written, and interpersonal communication skills, with the ability to work independently and collaboratively in a team environment. And to work with a goal-oriented approach.

##### **Desirable**

- Experience working with LGBTIQ+ community members and PLHIV.
- An understanding of, and affinity with, the communities we serve.

## **5. CONDITIONS OF EMPLOYMENT**

- Salary is paid in accordance with the VAC/GMHC Employment Agreement 2014. The classification for the position is SCHADS SACS Level 4.
- 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 30.4 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.
- Applicants must either be Australian citizens or have permanent resident status.

## **6. PROFESSIONAL SUPERVISION**

Thorne Harbour Health has a commitment to ensuring that staff members receive high quality supervision on a regular basis. 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 name of your current line manager, including contact details, should be sent to [recruitment@thorneharbour.org](mailto:recruitment@thorneharbour.org)

For further enquiries please contact Stephen Borg, Acting Manager PLC on 9863 0444.

**Applications close Sunday 19 October 2025**

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