

Reporting to	Team Leader – Assertive Outreach and Support Service
Classification	SCHADS Level 4
Location	Dandenong

About ACSO

Founded in 1984 on the lived experience of Stan McCormack, the Australian Community Support Organisation (ACSO) has delivered programs to help break the cycle of people repeatedly entering the justice system because they lack the support to make change.

ACSO is an organisation with a bold vision for a community where everyone has the opportunity to thrive and prison truly is the last resort. It's our goal to reduce re-offending and our purpose to strengthen the wellbeing of communities by advocating for and delivering services which divert people away from the justice system.

Our Vision

ACSO's vision is for a community where everyone has the opportunity to thrive, and prison truly is the last resort

Our Purpose

Our purpose is to strengthen the wellbeing of communities by advocating for and delivering services which divert people away from the justice system.

Our Ethos

Understand the Story. Support the Change.

Our Core Values

Passion; Our heart and passion are at the core of everything we do.

Belief in Humanity; We believe that everyone deserves another chance and entitled to opportunities which can help them change their lives and realise their potential.

Integrity in all we do; We are genuine in our relationships with clients and each other, always true to ourselves and courageous in our approach.

Innovative spirit; We are willing to explore and develop new and innovative solutions and take on the challenges that confront us.

Purpose of the position

The AOD Counsellor will work within the Assertive Outreach Service (AOS) to provide targeted Alcohol and Other Drug (AOD) support to participants experiencing complex and intersecting needs. The role will be based from ACSO's Dandenong office and may be delivered face to face, via phone, or through video conferencing platforms.

The AOD Counsellor will be responsible for undertaking comprehensive AOD assessments utilising a trauma informed approach, identifying participant needs and risks, developing realistic person-centred treatment plans, and delivering evidence based AOD interventions to AOS participants. The role will involve providing both brief and longer-term therapeutic interventions aimed at supporting harm minimisation, recovery goals, wellbeing, stability, and improved psychosocial outcomes.

The AOD Counsellor will work collaboratively with AOS practitioners and external stakeholders to ensure coordinated and holistic care for participants, including community outreach with assertive outreach workers. The position also requires strong case formulation, engagement, documentation, and report writing skills, including maintaining accurate case notes, individual support plans, progress updates, and outcome reporting to support integrated service delivery and participant progress.

Deliverables

- Conduct assessments and counselling at ACSO's Dandenong office
- Gathering information through assessment, formulating findings and recommendations utilising strong report writing skills, developing realistic treatment plans, and delivering treatment interventions and therapeutic approaches
- Undertake liaison and consultation, and provide outcome feedback to key stakeholders
- Provide brief intervention and bridging support where appropriate
- Communicate and escalate any risk arising and safety concerns
- Partner with assertive outreach workers to engage participants via assertive community outreach
- Create and maintain detailed, accurate and appropriate high-level case files for your clients on ACSO's client information management database
- Liaise with appropriate stakeholders regarding treatment plans and referrals
- Achieving contractual outcomes and individual KPIs.

Qualifications

- A relevant tertiary health qualification such as, Counselling or Psychology and,
- Certificate IV, or higher qualification, in Alcohol and Other Drugs or have completed the core competencies, along with equivalent relevant experience.

Key Selection Criteria

- 2+ years prior experience in the AOD sector, including the delivery of treatment interventions and therapeutic approaches
- Demonstrated experience in providing evidence-based counselling (e.g., Motivational Interviewing, Cognitive Behavioral Therapy, Trauma Focused Cognitive Behavioral Therapy, Mindfulness-Based Relapse Prevention, Dialectical Behaviour Therapy, etc.) to clients tailored through assessment and formulation of person centered treatment planning
- Strong report writing skills, incident report writing and case noting abilities
- Ability and willingness to contribute to a supportive and productive team environment
- Committed to continuous learning and professional development
- An ability to adhere to policy and procedure such as privacy, confidentiality and workplace health and safety

Core Competencies

- **Examining information;** processing information, asking probing questions, finding solutions
- **Evaluating problems;** examining information, documenting facts, finding solutions
- **Fostering Inclusion;** inviting diversity, promoting equity and culturally responsive
- **Documenting facts;** writing fluently, understanding logical arguments, finding facts
- **Showing resilience;** showing composure, resolving conflict
- **Giving support;** understanding, respecting and valuing individuals
- **Processing details;** meeting timescales, checking things, following procedure
- **Structuring Tasks;** managing tasks, upholding standards, producing output.

Mandatory compliance requirements

As a registered NDIS provider and under the NDIS working screening requirements, this role requires each employee to have the below prior to any offer or commencement of employment:

Police Check	ACSO will initiate this process during the recruitment and selection process and cover the cost of any Australian or International police checks. Note: ACSO are open to employing people with a criminal record.
NDIS Worker Screening Check	A valid NDIS check must be supplied by all new employees (at the cost of the employee).
Car License	A valid Australian driver's license.