

Position Description

Position title:	Behaviour Support Practitioner
Location:	Mobile (across a variety of service areas)
Reports to:	Manager, Allied Health and Behaviour Support
Directly manages:	Nil
Other Key Relationships:	Support Workers, Quality Service Leaders, Quality Service Managers, Operations Managers, Practice Leaders, other Cara staff or departments (as relevant), Government and Non-Government Stakeholders.

Purpose

The Behaviour Support Practitioner is responsible for ensuring the delivery of efficient, tailored and quality services that assist customers to attain their goals and grow their independence.

Primary Responsibilities

Quality and Compliance

- Ensure that service provision enables customers to have choice and control, achieve their goals and optimal quality of life
- Ensure all service specific contract conditions are adhered to and all services provided continually meet the safeguarding standards and quality frameworks
- Apply continuous improvement principles to ensure that customer action plans are implemented to prevent and address gaps from internal and external audits, reportable incident actions, other safeguarding requirements and quality requirements
- Ensure compliance with finance and business procedures within allocated timeframes
- Apply a data driven, empirical, evidence-based and solution focused approach
- Work collaboratively across Cara to build service and organisational capability to assist customers to achieve their identified needs and goals
- Provide a high level of specialist expertise, guidance and direction to Cara the Operations Team in the relevant allied health discipline area

Customer and Family Engagement

- Consistently apply a contemporary attitude and approach to disability including person centred practice, active support, positive behaviour support and ordinary life principles

- Assess, develop, implement, evaluate and lead strategies and programs designed with and for customers that maximise independence and achievement of identified goals, including Positive Behaviour Support Plans, in the relevant allied health discipline area
- Actively build positive relationships by providing and responding to feedback from customers and key support networks in line with relevant Policy, Procedure and in a timely manner
- Demonstrate excellent interpersonal skills and maintain effective and responsive communication between customers and key support networks
- Facilitate customer decision making and lifestyle choices, enabling them to take control of their own lives and increase independence

Staff Collaboration

- Work collaboratively with staff to assess and strengthen their capability to work effectively with customers through observation, discussion, modelling of strategies and coaching
- Develop, monitor and review practical plans, programs, protocols and strategies that staff can provide direction and guidance to meet customer needs
- Provide training to develop staff skills in supporting customers to engage in meaningful activities and relationships relevant to the allied health discipline
- Support and/or supervise other allied health staff to work flexibly within a multidisciplinary/transdisciplinary environment

Stakeholder Engagement

- Provide a high level of specialist expertise, guidance and direction to internal and external stakeholders including customers, their families, guardians, support networks and Cara staff
- To work as a part of a multidisciplinary model with a range of professionals to provide a holistic and integrated approach
- Ensure customer needs are properly and professionally presented when engaging with external stakeholders

General Position Responsibilities

- Ensure that all verbal and written communication is of a high level and meets professional standards
- Maintain a professional approach in the workplace by adhering to Cara's values and upholding NDIS Practice Standards and Industry Codes of Conduct
- Maintain and demonstrate a commitment to customer service by supporting Cara's continuous improvement processes and modelling expected behaviour in a customer service focused environment
- Constructively contribute towards Cara's organisational and operational strategic objectives

- Work collaboratively to innovate and deliver customer outcomes consistently and efficiently
- Provide timely reports and customer specific documentation in response to scheduled or as required needs
- Manage multiple tasks and deliver results with minimal supervision and within established timeframes
- Engage in professional development activities as required to maintain professional and technical knowledge and competencies
- Maintain customer confidentiality and ensure sensitive information is kept secure
- Maintain a healthy and safe workplace by:
 - taking reasonable care to protect own safety and that of others whilst at work
 - adhering to Work Health Safety policies and procedures
 - using and maintaining equipment provided for health or safety purposes
 - not being affected by consumption of drugs, alcohol or any other type of illicit substance and comply with all relevant Policy and Procedures
 - actively supporting any colleague who may injure themselves at work
- Maintain Equal Opportunity (EO) principles in the workplace by adhering to EO legislation and relevant Human Resource policies
- Undertake other duties that may be allocated from time to time that are within the capacity, qualifications and experience expected from persons occupying positions at this classification
- Adhere to the Specialist Services Team (SST) Key Performance Tasks

Qualifications and Experience

Essential

- Bachelor of Disability and Developmental Education, Occupational Therapy, Speech Pathology, Psychology, Social Work or equivalent
- Registered with the Australian Health Practitioner Regulation Agency (psychology, occupational therapy) or a member of discipline professional association (speech pathology, developmental education, social work)
- Approved Behaviour Support Practitioner with the NDIS Quality and Safeguard Commission (or eligible and prepared to develop skills for approval)
- Demonstrated skills and experience in contributing to or the development, implementation and review of Positive Behaviour Support Plans, strategies and restrictive practices
- Experience in delivering allied health discipline specific assessment, intervention and evaluation
- Sound knowledge, skills and experience within the disability sector
- High level of written, oral communication and interpersonal skills
- Ability to produce high quality reports and support plans

- Demonstrated ability to develop and maintain professional relationships within a multidisciplinary team
- Demonstrated skills and capability to use IT systems to document individual support needs, report progress, support customer bookings and billing
- Ability to work independently and collaboratively as a member of a team
- Ability to demonstrate initiative, flexibility, creativity and problem solve
- Proven ability to manage a caseload, meet timelines, maintain organisational data and achieve organisational KPIs

Desirable

- Knowledge and experience working within the NDIS framework
- Experience working with people living with a history of trauma
- Experience providing a Therapeutic Model of Support
- Experience delivering recovery-oriented mental health supports
- Experience working with individuals living with Autism Spectrum Disorder, personality disorders, dual disability and/or mental health
- Experience providing supervision to less experienced allied health professionals or students
- Certificate IV in Training and Assessment or equivalent
- Experience in the delivery of training

Essential conditions

- Satisfactory clearance(s) such as Department of Human Services (DHS) Disability Services Employment Screening, DCSI Child Related Employment Clearance, Working with Children Check and/or NDIS Worker Screening Check
- Completion of NDIS Worker Orientation Module
- Current Driver's Licence and have a vehicle that is suitable to be utilised for work purposes
- Training Completed (can be provided by Cara)
 - Child Safe Environments
 - Provide First Aid
 - Manual Handling
 - Other theory and competency-based training as deemed required
- Out of ordinary office-hours work and occasional intra and interstate travel may be required
- Involvement in Greater Adelaide and Outreach service delivery as required
- Actively engage in supervision and the Performance Development Plan process