

# Guide Dogs.

## Position Description

**Position Title:** Adaptive Discipline Lead

**Department:** Client Services

**Reports to Position:** Allied Health Manager

**Direct Reports:** Occupational Therapists, Assistive Technology Specialist, Assistive Technology Support Officer

### Guide Dogs Queensland Values

All employees are required to conduct all activities in a manner consistent with our CARES values:

**C – Committed**

**A – Accountable**

**R - Respectful**

**E – Ethical**

**S – Successful**

### NDIS Risk Assessed Role

*Managers to complete risk assessment – please select:*

Key Personnel Role ☐ Yes ☒ No

Delivery of support/services to clients ☒ Yes ☐ No

More than incidental contact with clients ☒ Yes ☐ No

### Portable Long Service Leave

This role is entitled to Portable Long Service Leave.

### Position Overview

To lead high quality Adaptive Discipline services which meet the needs of the individual, GDQ, National Disability Insurance Scheme (NDIS), Aged Care and other applicable Disability Service standards.

To work collaboratively with the broader GDQ Client Service team to ensure the delivery of integrated person-centred services for GDQ clients.

The Adaptive Discipline Lead will work within an interdisciplinary team. The position involves regular travel within Queensland to provide services to our clients. Positions may be based in Brisbane or at regional locations. Interstate travel may be required.

Some out of hours and weekend work is also required as determined by the needs of the Organisation.

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### Essential Functions and Responsibilities

#### Discipline Lead:

- Manage Adaptive Service delivery and ensure the provision of the highest standard of service to all clients of GDQ in adherence to National and International evidence-based therapy and standards.

# Guide Dogs.

## Position Description

- Maintain understanding of, and strict adherence to legislative and regulatory frameworks covering specialist service delivery including but not limited to; NDIS, privacy and confidentiality; and keep up to date with the changing nature of service provision.
- Support recruitment, induction, and continuous professional development programs for staff in consultation with Human Resource Management and the GMCS.
- Effective staff management, with an emphasis on timely and appropriate internal communications.
- Manage prioritisation and allocation of Occupational Therapy and Assistive Technology programs within the Adaptive Discipline group including regional trips.
- Support staff to achieve KPIs as agreed with the GMCS to support effective service delivery across Queensland.
- Build effective networks and relationships with stakeholders, including clients, staff, referral sources, allied health services, the community and government funding bodies.
- Understand, practice, and achieve effective clinical governance to prevent incidents, manage risk, enable accreditation and accountability of quality of care and have the systems in place to optimise opportunities.
- Seek opportunity to consider ways to improve practice, whilst improving the patient experience and meeting regulatory expectation.
- Liaise regularly with other GDQ team leaders to facilitate and maintain effective communication and teamwork.
- Participate and assist in the education and training of GDQ staff, volunteers and/or clients as appropriate.
- Effective management of peer relationships to contribute as a member of the management group.
- Evidence a future focus to ensure the organisation is well situated to meet a variety of strategic horizons and scenarios.

### Therapy Services:

- Deliver tailored Therapy training and intervention strategies for individuals and groups.
- Design and implement individual program plans and/or NDIS plans tailored specifically to the needs and goals of the individual, in conjunction with the individual and their stakeholders.
- In consultation with clients (Children and Adults, plan, develop, deliver and evaluate individual or group specialised services in line with clients' needs and identified goals throughout the assessment process.

# Guide Dogs.

## Position Description

- Work collaboratively with the broader Client Services team to develop, conduct, and deliver residential programs.
- Provide supervision and support to Adaptive Discipline staff and support roles within the CS team.
- Ensure all administrative tasks and reports are completed in an informative, timely and professional manner.
- Complete relevant, effective NDIS and other assessments and reports in a timely manner.
- Monitor and adhere to productivity and utilisation rates for service delivery.
- Maintaining client records with up to date and relevant information through the use of workplace tools/technology.
- Represent GDQ on committees as required.
- Contribute to the development of Client Services through engagement with the broader teams within the organization.
- Participate in GDQ events and fundraising activities.
- Be proactive in the development of evidence based Occupational Therapy interventions for people who are blind or vision impaired.

## Other Duties and Responsibilities

- Other related duties as required.
- Participate in professional development opportunities.
- Complies with GDQ Quality Management System and its certifications.
- Act as a Warden or First Aid Officer where required.
- Foster pleasant, respectful and productive working relationships with staff.
- All employees are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.

## Supervisory Responsibilities

- Occupational Therapist, Assistive Technology Specialist, Assistive Technology Support Officer.

## Knowledge and Skills

### Essential

- As part of our recruitment and selection process, applicants will be required to undergo pre-employment criminal history checks as required by varied legislation. This may include worker screening required by the

# Guide Dogs.

## Position Description

NDIS which aims to guarantee that key personnel and other workers do not pose an unacceptable risk to the safety and wellbeing of NDIS participants.

- Current Open Driver's Licence.
- Current unrestricted and unconditional registration as an Occupational Therapist, with the Australian Health Practitioner Regulation Agency.
- An excellent understanding of the scope and purpose of the NDIS, particularly as it relates to the goals and use of supports in a participant's plan to help them to lead an ordinary life.
- Strong NDIS reporting skills in relation to occupational therapy services and assistive technology.
- Minimum 7 years' experience working as a registered Occupational Therapist.
- A high level of integrity and strong work ethic.
- Highly effective written and verbal communication and interpersonal skills including working with people who have limited communication ability.
- Strong planning skills including sound time management skills.
- Well-developed problem-solving skills.
- The capacity to build rapport and negotiate with a wide range of people from varied backgrounds.
- The ability to work independently but also obtain support as required.
- Good judgement and the ability to apply appropriate boundaries to professional relationships.
- Good understanding and operating competency in Microsoft Office products and data entry.
- Demonstrated ability to be outcome focused and flexible to changing circumstances and work priorities.
- Mature and Professional in approach and presentation.
- First Aid qualification.
- Current immunization status as required by GDQ.

## Desirable

- Experience in a community setting.
- Experience working with people with low or no vision.
- For Home Modifications qualifications, at least one of:
  - Professional Credential: Associate Member or above of the Association of Consultants in Access Australia (ACAA)

# Guide Dogs.

## Position Description

- Successful completion of Nationally Recognised Training modules CPPACC4020A and CPPACC5016A Innovation in forging services in a competitive market.

### Working Conditions and Environment

Capacity to maintain a high level of professional boundaries and manage emotional distress when dealing with difficult situations, potentially including distressing situations regarding client life circumstances, or dealing with clients or staff that may have unreasonable requests or demands.

Approximately 40% of time spent performing clerical functions.

Approximately 60% of time working with people in residential and community settings, including travel.

Some night and weekend work are a requirement of this position.

Regular travel throughout Queensland is a requirement of this position. This includes travel of up to one week every six weeks through rural and remote areas and may include significant amounts of driving.

I acknowledge that I have read and understood the key performance areas described in this Position Description and agree to carry out my duties to meet these outcomes to the best of my ability. I also understand that at times I may be required to undertake other duties that are not listed in this statement. I have received a copy of this Position Description for my records

(Only to be signed by the successful candidate or position holder – not to be signed by applicants for the position).