

## POSITION DESCRIPTION

### Practice & System Support Officer – Disability Services

|                                 |                 |
|---------------------------------|-----------------|
| <b>SERVICE STREAM</b>           | NDIS Services   |
| <b>LOCATION</b>                 | Woolloowin      |
| <b>CLASSIFICATION</b>           | Salaried        |
| <b>REPORTING RELATIONSHIP/S</b> | General Manager |

#### OUR PURPOSE AND VALUES

Mercy Community Services supports and inspires people in need to live healthy, connected lives within inclusive communities. Our vision is a world where people, families and communities are strong in spirit, healthy and connected.

As an organisation, we value the human dignity of every person and are committed to enhancing the quality of life and wellbeing of those who access our services. Our culture reflects the ethos of the Sisters of Mercy and promotes service, mercy, humility, diversity, transparency, open accountability, collaboration and cooperation, flexibility and adaptability, fearlessness and growth.

All our work is driven by our core values of: mercy, acceptance, excellence, dignity, empowerment and integrity.

Mercy Community Services provides services in the areas of child protection, multicultural community support, individual and family support, community and residential based aged care, and disability support.

#### POSITION PURPOSE

Support best outcomes for people MSC support by:

- Leading, influencing and supporting the implementation of evidence-based best practice models of support across disability services; and
- Contribute operational expertise to inform the development and implementation of IT systems; and
- Capture, monitor and analyse outcome of information, in collaboration with the Clinical Governance & quality teams, to inform continuous improvement actions.

#### KEY PERFORMANCE REQUIREMENTS

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| <b>1. Mission, Vision and Values</b>                          | <ul style="list-style-type: none"> <li>• Execute the duties and functions of the role within the mission and values of Mercy Community Services.</li> <li>• Participate in mission formation programs and activities as required.</li> <li>• The model of care is consistent with the MCS mission and values, is articulated to staff and other stakeholders and reviewed regularly.</li> </ul>   |
| <b>2. Service Delivery</b>                                    | <ul style="list-style-type: none"> <li>• Provide support and guidance to Team Leaders and Support Workers to implement sustainable evidence-based best practice models of support for people MCS supports, in collaboration with the Learning &amp; Development and Quality teams.</li> <li>• Contribute to the development, review and implementation of SOPs, and policies and procedures.</li> <li>• Contribute to the development, review and implementation of systems to support disabilities operations.</li> <li>• Monitor, analyse and report on KPIs.</li> <li>• Collaborate with Team Leaders to implement change management processes.</li> <li>• Ability to capture, monitor, analyse and report on KPIs.</li> </ul> |
| <b>3. Personal Performance &amp; Professional Development</b> | <ul style="list-style-type: none"> <li>• As a member of the Leadership Team, provide collaborative leadership and ensure that your own behaviour, and the behaviour of others, is congruent with the Mercy values, Integrated Leadership System and Code of Conduct.</li> <li>• Keep abreast of current trends and legislation relating to the provision of services.</li> </ul>  |

#### Approved By: GM NDIS

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| <b>Approval Date:</b> | Nov 2017 | <b>Implementation Date:</b> | Nov 2017 | <b>Review Date:</b> | Nov 2019 |
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|   |   |
|---|---|
|   | <ul style="list-style-type: none"> <li>• Participate in all relevant and mandatory development programs organised by MCS.</li> <li>• Participate in performance appraisal and review processes.</li> <li>• Personal and professional development activities are undertaken to maintain competency and to develop further skills. These are negotiated as part of the performance management processes of goal setting and review.</li> </ul>  |
| <b>4. Documentation, Quality Systems &amp; Continuous Improvement</b> | <ul style="list-style-type: none"> <li>• Comply with all Mercy Community Services policy and procedures.</li> <li>• Perform duties in accordance with organisational requirements.</li> <li>• Produce legible and legally defensible case notes, incident reports (client and staff) and/or other documentation as required by organisational procedures and legislation.</li> <li>• Assist with the release of personal, private or confidential information in line with the MCS Privacy Policy, privacy legislation and the relevant industry legislation and in consultation with your line manager.</li> <li>• Ensure documentation is created, stored and archived in line with MCS, licencing and quality assurance requirements.</li> <li>• Develop or assist in the development of systems to maintain data and statistics to inform service delivery and contribute to accountability for outcomes achieved.</li> <li>• Obtain and maintain receipts for purchases made and process these in accordance with MCS policy and procedure.</li> <li>• Identify improvements to policy, procedures, work instructions, other organisational systems, and the work environment.</li> <li>• Participate in the consultation and/or the development, implementation and review of relevant MCS policy, procedures, work instructions and other documentation, as required.</li> <li>• Assist with the monitoring of compliance with policy, procedures, work instructions, and other organisational and legislative requirements.</li> <li>• Work collaboratively with relevant stakeholders to prepare, undertake and maintain external licensing/accreditation requirements.</li> </ul> |
| <b>5. Work Health &amp; Safety</b>                                    | <ul style="list-style-type: none"> <li>• While at work, you must:             <ul style="list-style-type: none"> <li>○ Take reasonable care for your own health and safety; and</li> <li>○ Take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons; and</li> <li>○ Comply, so far as you are reasonably able, with any reasonable instruction that is given to you, by the PCBU (person conducting the business or undertaking) to allow the you to comply with this WHS Act; and</li> <li>○ Co-operate with any reasonable policy or procedure of the PCBU relating to health or safety at the workplace that has been notified to you.</li> </ul> </li> <li>• Whilst conducting work activities you must:             <ul style="list-style-type: none"> <li>○ Use or wear any equipment that is provided to you, in accordance with any information, training or reasonable instruction; and</li> <li>○ Not intentionally misuse or damage equipment or PPE or remove any thing that is provided for safety such as guarding on equipment; and</li> <li>○ Attend safety meetings and inductions or training and participate in the safety program; and</li> <li>○ Report hazards and notify the appropriate person of any incidents and injuries as soon as you are reasonably able.</li> </ul> </li> </ul>  |
| <b>6. Other Duties</b>  | <ul style="list-style-type: none"> <li>• Participate in staff development and team meetings.</li> </ul>   |

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|  | <ul style="list-style-type: none"> <li>• Engage in reflective practice and participate meaningfully in regular supervision sessions within MCS guidelines.</li> <li>• Other duties as directed.</li> </ul> |
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### POSITION REQUIREMENTS

#### Required to have

- Minimum 5 years in an operational role within the disability sector.
- Proven ability to lead and influence change management.
- Comprehensive working knowledge of best practice models.
- Ability to contribute to IT systems from an operational perspective.
- Ability to deliver on-site training to staff.
- Demonstrated understanding of quality, compliance and risk.
- Advanced ability to use IT systems
- Queensland Provisional Green or above Driver's License.
- Ability to obtain positive notice in the Working with Children Check (Blue Card) and any other legislatively required personal history screening as required.

#### Beneficial to have

- Cert IV in Training & Assessment

### KEY SELECTION CRITERIA

|    |  |
|----|--|
| 1. | Demonstrated ability to provide leadership, mentoring and professional development for Team Leaders and Disability Support Workers to implement best practice models while MSC travels through significant change. |
| 2. | Demonstrate a practical understanding of disability standards and participant expectations and how organisations can align these.  |
| 3. | Demonstrated understanding and ability to analyse and report on Key Performance Indicators.  |
| 4. | Demonstrated success in working collegially within senior and operational teams.   |
| 5. | Willing and able to work within a Christian context and Mercy Community Services' mission, purpose and values.   |

### EMPLOYEE ACKNOWLEDGEMENT:

I acknowledge that I have read and agree with the position description given, and will adhere to the tasks and performance expectations therein.

Signed:

Name (*please print*):

Date:

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