# Position description

# Behaviour Practitioner

## Developed using the [workforce capability framework](http://www.idfnsw.org.au/people-and-capability-career-planning-capability-framework)

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| **Job family** | Specialist and professional services (SPS) |
| **Workforce capability framework level** | SPS 9 |
| **Reporting to** | Program Manager |
| **Directly supervising** | Not applicable |
| **Date prepared** | May 2018 |

## Position purpose

This position is an experienced (minimum 2 years) practitioner. The role involves the practical application of experience working with people with complex behaviours in the delivery of positive behaviour supports that includes;

* Data Analysis
* Completion of behaviour assessments
* Development of behaviour support plans
* Development and delivery of training in Behaviour Support Plans
* Monitoring and review of Behaviour Support Plans
* Evaluation of Behaviour Support Plan effectiveness

The role requires knowledge of the organisation and the wider community.

## Strategic core requirements

| **Key responsibility areas**  | **Capability requirements** | **Key performance measures** |
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| **Sector and organisation purpose and values** | * In-depth understanding of the philosophy of human rights based approaches in the disability sector.
* Broad knowledge of the sector and the individual and community context.
* In-depth understanding of the vision, mission, values of MDS and the supports and services offered.
* Aligns with approaches and with organisation values.
* Working knowledge of the strategic direction under which MDS operates, organisation functions and infrastructure.
 | * Behaves in alignment with the organisation values and objectives.
* Guides and develops team members by role modelling behaviour in accordance with organisation values and objectives.
* Conducts and contributes to practices and processes in line with organisation purpose and values.
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| **Leadership and teamwork** | * Effective team participant.
* Provides guidance and information to less experienced staff within area.
* Provides support and feedback to team members where required
* Working knowledge of relevant external relationships.
* Maintains defined relationships under guidance and ensures they work efficiently
 | * Applies effective and appropriate team behaviours and involvement in team processes.
* Assists less experienced team members to achieve good performance outcomes and provides support, guidance and objectives, and learning and development to these roles.
* Identifies practice development opportunities for the team.
* Develops and shares good practice within the team.
* Uses a network of contacts across the clinical profession and throughout the community.
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| **Communication** | * Has a flexible and adaptable communication technique that engenders positive engaging relationships and meets required outcomes.
* Demonstrates a high level of verbal and written skills
* Uses influencing skills.
* Uses a broad network of contacts to resolve work issues.
* Undertakes standard negotiations in respect to internal and external people to ensure processes and protocols are followed and work is appropriately handled.
 | * Demonstrates effective communication with clients, carers, team members and managers to achieve objectives.
* Actively maintains contacts internal and external to the organisation to maintain efficient communication.
* Effectively negotiates desired outcomes.
* Persuasively presents facts and knowledge.
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| **Customer relationships** | * Uses thorough and advanced professional competence to support clients with problem solving and decision making about their needs and expectations.
* Understands scope of service offerings and can negotiate within boundaries.
* Able to effectively deal with sensitive and serious matters, respecting diversity and confidentiality requirements.
* Interacts with stakeholders.
* Uses understanding of relationships and needs to recommend changes to approach.
 | * Manages expectations of clients and other customers, internal and external, in the context of providing service.
* Provides frank and professional advice to assist managers of the specific services offered by the organisation.
* Establishes and maintains trust with clients and other customers and stakeholders, demonstrating integrity and authenticity.
* Identifies, implements and adjusts approach to meet customer needs in individual situations.
* Shows flexibility and can adapt own approach in maintaining relationships with stakeholders.
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| **Personal accountability** | * A detailed understanding of the intent and framework of compliance legislation, quality standards, policies & procedures relevant to the role.
* In-depth understanding of requirements for safe and healthy working, adheres to them, and makes a positive contribution to the organisation work environment.
* Promotes the need to appropriately use financial and other resources.
* Markets and promotes organisation service offerings and organisation brand.
 | * Capably applies knowledge across the team in different contexts
* Uses judgement in relation to allocation and use of resources
* Complies with safe work practices for self and staff members, including proactive approach to risks and hazard control and minimisation.
* Follows risk management policy and procedure.
* Mitigates risks based on professional judgement and expertise; escalates appropriately.
* Communicates and promotes organisation service offerings through networks and staff.
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| **Innovation** | * Exercises initiative and judgement, under guidance, to creatively improve service or product offerings.
* Is adaptable and resourceful. Understands organisation processes and quality principles, and applies improvement methods.
* Identifies and mitigates risks.
* Resolves standard problems in designated area.
 | * Demonstrates research and maintains knowledge of current positive behaviour practices internally and externally.
* Makes recommendations utilising relevant knowledge.
* Creatively improves procedures and policies to increase quality of service delivery.
* Applies knowledge of the business of the organisation and the NDIS.
* Recognises limitations of knowledge and where to access information or external expertise.
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| **Experience and qualifications** | * Higher education qualification in Psychology, OT, Speech Pathology, Nursing, Social or Health Sciences
* Fully proficient professional.
* Undertakes regular work practice support/supervision from a Behaviour Support Practitioner with a minimum of 5 years’ experience in the delivery of behaviour support
 | * Shows commitment to ongoing professional development.
* Attends appropriate development activities for role.
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## Functional requirements

| **Key responsibility areas**  | **Capability requirements** | **Key performance measures** |
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| **Person centred knowledge and application** | * Identifies and acts on opportunities for improvement of policies and practices to reflect and enhance person centred approaches.
* Develops and implements support, training and service offerings for an individual based on their choices and NDIS goals and funding..
* Initiates more complex person centred tools and processes as required to gather data.
 | * Makes realistic, research, evidence based, and strategically-aligned recommendations to supervisors.
* Provides input into the development of clinical tools based on hands-on experience.
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| **Service delivery** | * Has an understanding of health and wellbeing issues; collaborates with other disciplines.
* Draws on a number of methodologies and techniques such as positive behaviour support
* Deals with standard professional issues with relevant stakeholders.
* Handles more complex matters.
* Models reflective practice.
* Participates in and supports the professional practice supervision process.
 | * Achieves good quality and quantity in delivery.
* Efficiently manages client appointments.
* Provides feedback through client files
* Appropriately escalates high level complex issues or situations, providing information and feedback on actions taken and addressed.
* Escalates formal complaints appropriately.
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| **Service outcomes, developments and evaluation** | * Utilises a range of standard effectiveness measures and tools to assess individual and service outcomes and progress with a person’s goals.
 | * Adheres to meeting minimal billable hours on a weekly basis
* Identifies appropriate outcome measures for clients being seen.
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| **Participation and inclusion** | * In close cooperation with a client, completes plan development to meet participation and inclusion goals / NDIS goals.
 | * Plans are developed to assist clients to improve participation and inclusion in the community
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| **Community engagement and education** | * As required engages with the wider community and provides education on positive behaviour support as required and applicable
 | * Shares knowledge and connects with the community as required
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| **Reporting, documentation and administration** | * Undertakes reporting, documentation and administrative responsibilities efficiently.
* Maintains case notes, plans and required documentation.
 | * Reports and documents files appropriately (not over or under documentation).
* Makes appropriate recommendations from a practical and practice perspective.
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