# 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. |
| **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. |
| **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. |
| **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. |
| **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. |
| **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. |
| **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. |

## Functional requirements

| **Key responsibility areas** | **Capability requirements** | **Key performance measures** |
| --- | --- | --- |
| **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. |
| **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. |
| **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. |
| **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 |
| **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 |
| **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. |