

## Position Description

**Role/Department: Behaviour Support Clinician**

**Role reports to: Clinical Manager or Regional Customer Service Manager**

**Classification/Level: Health Services & Professionals Award (Level 3)**

**Location:**

<b>Our Vision and Organisation's Purpose</b>	
Communities collaborating to create opportunity and improve quality of life. We provide innovative services which support individuals, strengthen communities and enhance physical, social and emotional wellbeing.	
<b>Position Summary and Purpose</b>	
<p>To promote a person-centred approach to service delivery, enabling clients to maximize their independence and connection with the community.</p> <p>Provide effective clinical supports services including psychological assessment, consultation, therapeutic interventions and professional services within multidisciplinary teams to support our customers and support staff</p> <p>Contribute to the ongoing development of New Horizons organizational processes and standards to enable us to improve our services to clients and funding providers.</p> <p>Provide effective clinical services including writing of client documents, analysis of information and report writing.</p>	
<b>Reporting lines and stakeholder relationships</b>	
<p><i>Internal:</i> This position reports directly to the Clinical Manager or Regional Customer Service Manager; This position is required to work positively with all New Horizons Staff; This position may also interact with the Executive Leadership Team members.</p> <p><i>External:</i> This position interacts regularly with Customer service teams; This position interacts regularly with the customers of relevant New Horizons programs This position also communicates and interacts regularly with other service providers, Government agencies, consultants, health professionals, family members/guardians and community members.</p>	
<b>Key Result Areas</b>	<b>1-5</b>
<p><b>Clinical Support</b></p> <ul style="list-style-type: none"> <li>• Provide expert advice, training and clinical assistance to New Horizons staff and associated agencies, on clinical issues and initiatives to assist in meeting the psychological, behavioural and physical needs of clients.</li> <li>• Monitor effectiveness of client engagement strategies, identify and integrate practice developments to achieve quality improvement practice and service delivery, and evaluate assessment tools and methodologies to ensure their currency, appropriateness and contribution to the formulation of support and case plans.</li> <li>• Ensure the efficient provision of clinical services to New Horizons clients, including development of multi element support plans, adherence to relevant guidelines and procedures (both internal and external), and provide training and support in the implementation, monitoring and reviewing of support plans.</li> </ul>	

- Adopt a risk management approach to problem solving to assist in identifying issues which may have ramifications for the people with behavioural issues, family or wider community as well as New Horizons.
- Monitor and evaluate client outcomes to assess satisfaction from a customer and New Horizons perspective, and implement subsequent continuous improvement programs.

#### **Program support:**

- Implement policies and procedures in line with New Horizons Strategic plan, which seeks to develop the service and outcomes for the organisation
- Monitor the effectiveness of client engagement strategies in line with respective client documentation and provide feedback and training to staff
- Contribute in the restrictive practices authorisation process
- Identify and integrate practice developments as they apply to complex and challenging behaviours to achieve quality improvements in practice and service delivery

#### **Program /Speciality Experience**

- Where a clinician has demonstrated capability, experience or knowledge in a particular program or speciality area, the clinician will act as a subject matter expert (SME) to the clinical team in this area.
- Clinicians will provide guidance, coaching and assistance to other clinical team members in their program/speciality area.
- Whilst the majority of the work performed by Clinicians will be supporting relevant programs within their Customer Service region and speciality area, clinicians may be required to:
  - Support other regions who require clinical support in their program/speciality area (as not all regions will have a clinical team encompassing all speciality areas and programs)
  - Support other clinicians by assisting in other speciality areas, where it is appropriate to do so

#### **Relationship Management**

- Liaise with funding bodies to ensure contractual obligations are met.
- Undertake proactive identification and networking with all stakeholder groups including clients, other community agencies, funding providers, local government, and advocacy groups.
- Promote public relations and awareness of all programs and involvement in local community activities in line with the vision, purpose and policies of New Horizons.
- Oversee the relationships with clients, the public, regulatory bodies and other relevant stakeholders, both internal and external, to ensure relationships are conducted with the highest of professionalism and within the values of New Horizons
- Develop positive and productive relationships with all internal and stakeholder groups and liaise with funding bodies to ensure contractual obligations are met.

#### **Administration**

- Prepare reports for the purpose of both internal and external analysis, and ensure compliance with the program reporting protocol.
- Ensure compliance with external policy's and procedures including; contractual obligations, Privacy legislation, Anti-discrimination and Confidentiality.

#### **WHS & Risk**

- Actively participate in the development of a safe and healthy workplace by taking reasonable care of your own health and safety and that of others who may be affected by your acts of omission.
- Comply with the requirements of the New Horizons WHS Policies and procedures (including applicable emergency procedures) & any reasonable direction given by New Horizons
- Actively participate WHS consultation, training and activities as required
- Report any hazards and /or incidents (including near misses) as soon as practicable
- Seek WHS information or advice from your supervisor where necessary, particularly before carrying out new or unfamiliar work.

**Key Competencies**

- Highly developed interpersonal skills;
- Sound professional judgement and problem solving ability;
- Attention to detail;
- Ability to provide clinical advice;
- Excellent time management capabilities;
- Ability to work autonomously with general supervision;

**Skills/Knowledge/Experience – Essential & Desirable**

- Demonstrated ability to manage a caseload of people with complex needs, including dual diagnosis and complex relationships and to develop and implement intervention strategies in collaboration with staff and other relevant stakeholders, essential
- Experience in a similar role providing psychological assessments, consultations and therapeutic interventions to clients with intellectual/physical disabilities and/or mental health issues, essential
- Relevant tertiary qualifications
- Relevant experience in the human services industry, preferred
- Demonstrated experience in training, coaching and mentoring in the delivery of services, essential
- Capacity to relate to people from differing cultural backgrounds
- Experience in Cognitive or Dialectic Behaviour Therapy (or similar)
- Current registration or the ability to attain registration, with the Australian Health Practitioner Regulation Agency (AHPRA) - Desirable
- Current First Aid Certificate- essential
- Police Check/Criminal History Check – essential
- Working with Children Check – essential