

POSITION DESCRIPTION

Position Title:	Support Professional Complex Care
Department:	Operations
Immediate Manager:	Consultant Supervisor- Complex Care
Manager One Removed:	General Manager- Operations

The Organisation

Possability is a nation-wide Australian non-profit organisation, providing a range of quality individual and flexible support options, supported accommodation, employment and training, respite and intensive support for people with disability and children and young people with a history of adversity.

Possability has a vision for a world where everyone has the opportunity to pursue their potential. We are catalysts for change in the broader community and in the lives of the people we serve. We believe that freedom and independence are fundamental human rights. Through our actions and conversations we are champions for inclusion.

Possability is committed to providing a quality service designed to be responsive and flexible to individual needs. We do this by removing barriers, increasing options, developing skills and lobbying for change to enable people to achieve their personal goals and achieve their vision of a good life.

Position Purpose

To provide clients with high quality support and care that addresses individual needs, and enhances independence, abilities, community participation and/or quality of life in support of the client's individual goals and aspirations.

Operating Context

A Support Professional- Complex Care at this level provides direct care assistance for clients of the Organisation while undertaking limited administrative responsibilities.

This position is directly responsible to their immediate supervisor for all aspects of service delivery and organisational management whilst at work. The performance of this position is subject to general direction by the immediate supervisor of the relevant program in which the Support Professional is working. The employee is required to undertake a range of activities requiring the exercising of initiative in the application of established work procedures and may require the employee to establish goals/objectives and outcomes for their own particular work program or project. The Support Professional must have the ability to problem solve and manage risk appropriate to their position and skill level.

At this level, employees will be required to take overall responsibility for the personal care of clients; training, coordinating and supervising other employees and scheduling work programs in line with client strategies and health care plans; and assisting in liaison and coordination with other services and programs whilst assisting in interpretation of matters for which there are no clearly established practices and procedures, although this will be undertaken under general guidance of the employee's immediate supervisor.

Autonomy

This position reports to the immediate supervisor of the relevant program in which the Support Professional-Complex Care is working. The performance of this position is subject to guidance on a day by day basis from the immediate supervisor.

A Support Professional- Complex Care at this level works under general direction, operates within established routines, methods, standards and procedures and is expected to exercise initiative in the application of established work procedures and is responsible for managing time, planning and organising their own work.

Role Accountabilities

1. All of the following are required to perform at this level: **Thorough knowledge of work activities performed within the work place:**

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- Apply best practice principles including Active Support to ensure quality outcomes for the people we support.
- Monitoring the personal care of clients; training, coordinating and supervising other employees and scheduling work programs in line with client's Individual Support Profiles and Plans and Individual Health care plans; and assisting in liaison and coordination with other services and programs
- To assist and oversee the initiation, development, implementation and evaluation of programs designed to assist individuals develop goals and attain/maintain skills in a broad range of areas in order to enhance that individual's quality of life.
- Assist clients to plan and budget their finances and to develop skills which will increase their independence with their personal finances
- Evaluate and report on progress of client outcomes.
- Initiate and complete regular review of client programs in consultation with Community Workers and Service Supervisor.
- Monitor the correct administration of prescribed medication, and personally administer prescribed medication in accordance with the Medication Administration Guidelines.
- Maintain client records, written communication and daily file notes to the standard prescribed by Possability's Policies and Procedures and Mandatory Reporting Guidelines.
- Liaise with external service providers such as medical practitioners, activity centres, and community and government service representatives.
- Must be able to support clients in activities that may be contrary to the personal values of the employee i.e. religious, lifestyle choices etc.
- Ensure client and family privacy and confidentiality is maintained.
- Provide hands on case work for clients requiring intervention, support and guidance in maintaining current support, living arrangements and support networks.
- Participate in a permanent roster including being rostered for on call for shift cover

2. **Sound knowledge of procedural/operational methods of the workplace:** Ability to stay up to date with all policies and procedures of the organisation

- Ability to follow and operate within Risk Management Plans
- **Reporting:** adhere to NDIS requirements as noted in the booklet linked below - NDIS Quality and Safeguards Commission – Reportable incidents. Employees working with clients also have a duty to report on the following:
 - a. Serious incident report – anything that involves the Police is reported to all management and also directly
 - b. Field notes (shift report)
 - c. Behavioural incident form

- d. Hazard identification notification
- e. Incident accident, injury notification – client
- f. Medication error/incident/refusal notification
- g. PRN medication administration notification
- h. Seizure monitoring
- i. Sleepover disturbance form
- Participation in maintaining a safe working environment by identifying and monitoring OH&S risks within the residence and ensure client risk assessments are completed when planning programs in the community.

2. May utilise limited professional or specialised knowledge:

- Utilise conflict resolution and negotiation skills to promote effective outcomes within the team, and with the support and guidance of management.
- Role model and mentor a positive culture that encourages team unity, respect and work practices that align with Possability's Values and Code of Conduct.
- Encourage and develop a team consultative approach to ensure consistent quality service provision and an environment where open communication is respected and valued.
- Interact and communicate with other team members as appropriate in the interests of achieving a consistent approach to service provision for their clients.
- Compulsory participation in training as scheduled by Possability

3. Working knowledge of statutory requirements relevant to the workplace:

- Understanding and ability to work with the guidelines of the Quality and Safeguarding Commission
- Completion of the NDIS Code of Conduct
- Understanding and knowledge of the Disability Services Act
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4. Ability to apply computing concepts:

- Proficient in the use of Microsoft Office Suite
- Ability to use different CRM's to maintain client notes and progress

Generic Accountabilities – All Employees

To provide clients with high quality support that addresses individual needs and enhanced independence, abilities, community participation and/or quality of life all employees are expected to:

1. To demonstrate consideration, understanding and respect for clients and their families at all times in all interactions.
2. Ensure personal and team contribution support overall team effectiveness by demonstrating a high level of commitment and efficient follow through of any tasks until completion or as otherwise agreed with the Lifecycle Team Leader and People and Culture Senior Manager.
3. Monitor and report performance against KPIs and take corrective action as required.
4. Consult and collaborate with colleagues, managers and subject matters experts (internally and externally) to ensure the best possible outcomes for Possability.
5. Provide a safe working environment within your area of responsibility, actively participating in and supporting a 'safety first' business culture.
6. Ensure compliance with Statutory and Regulatory requirements, and our policies, processes and procedures.
7. Emulate and encourage others to adhere to, our values in all work related activities.

8. **Reporting:** adhere to NDIS requirements as noted in the booklet linked below - NDIS Quality and Safeguards Commission – Reportable incidents <https://www.ndiscommission.gov.au/document/596>

- Work Health and Safety (injury/accidents/hazards/near misses)
- Serious incident report – anything that involves the Police is reported to all management and also directly
- Safeguarding Children and young people – report to the local state authority.

9. Safeguarding Children and Young People

Our organisation takes child protection seriously, and as an employee/volunteer of Possability you are required to meet the behaviour standards outlined in our 'Safeguarding Children Code of Conduct'. You will have received a copy of these guidelines as part of your induction and can access a copy in the Safeguarding Children and Young People Policy section on SharePoint.

Our commitment to safeguarding children and young people is reflected in our management systems and our collective organisational culture. Our focus includes zero tolerance for any abuse or neglect and our commitment to the right for safe, best practice outcomes for children, young people and their families. Our organisation recognises that the children and young people we support represent a culturally and linguistically diverse background. This can include those who identify with Aboriginal and Torres Strait Islander, the LGBTI community and those living with a disability or in situations of being unable to live at home. Respecting the rights of all children and young people participating in decision making is fundamental to our supports.

Therefore as a part of your duties and responsibilities, you are also required to:

- provide a welcoming and safe environment for children and young people
- promote the safety and wellbeing of children and young people to whom we provide services
- ensure that your interactions with children and young people are positive and safe
- provide adequate care and supervision of children and young people in your charge
- act as a positive role model for children and young people
- report any suspicions, concerns, allegations or disclosures of alleged abuse to management
- maintain valid 'working with children' documentation
- undergo periodic 'national criminal history record' checks
- report to management any criminal charges or convictions you receive during the course of your employment/volunteering that may indicate a possible risk to children and young people.

Role Dimensions	
This position manages:	Nil
Expenditure Authority:	As per policy
Expense Budget:	Nil
Revenue Budget:	Nil
Assets under control:	Nil

Key Performance Indicators

To be agreed with the Consultant Supervisor- Complex Care

Relationships	
Internal	External
Peers	Training providers
Direct Supervisor	Industry Agencies

Selection Criteria	
Essential Qualifications and Experience	<ul style="list-style-type: none"> • An appropriate certificate 3 or 4 qualification which is recognised by Possability and is relevant to the work required to be performed, or experience deemed to be equivalent. • Minimum of 1 year experience in the Disability Sector. • Current Medication Endorsement or ability to attain. • Current Level 2 Senior First Aid or ability to attain. • Current unrestricted driver's licence relevant to the location in which this role is based.
Level of Expertise	<ul style="list-style-type: none"> • Demonstrated ability to build strong and mutually beneficial relationships using advanced communication and interpersonal skills. • Intermediate problem solving, consultation and negotiation skills. • Demonstrated ability to work effectively and make informed decisions under pressure. • Intermediate IT skills in word processing and email programs. • Intermediate written and comprehension skills.
Behaviours	<ul style="list-style-type: none"> • Client care commitment – consideration, understanding and respect (even if this may be contrary to personal values and/or beliefs) for the individual client and their family. Genuinely seeks to engage with the client and their family to assist the client to achieve their goals and aspirations. • Delivering Results – efficient follow through of any tasks to completion or as otherwise determined by the direct supervisor or designated employee. • Emulating Values – demonstrates, through behaviour, an alignment to and an understanding of our values and the criticality of those values to our ongoing success. • Exercising initiative and/or judgement - appreciation of the necessity to exercise limited initiative and/or judgement within clearly established procedures and/or guidelines to find positive solutions in response to identified needs. • Confidentiality – applies the highest level of confidentiality, understanding that confidentiality is an imperative for clients, their families, fellow employees and Possability.

Other Requirements

- Current unrestricted driver's licence relevant to the location in which this role is based.
- State-wide travel as required to meet business needs.
- Provision of a satisfactory National or International Police Check as required.
- Provision of Working with Vulnerable People registration with an NDIS endorsement.
- Provision of a satisfactory pre-employment medical report.

Our Values

All of the "ways of working" flow from the following values.

We're inspired: We bring our best to work every day and aim to bring out the best in others. We see the potential in individuals, and encourage people to take the lead and choose their own path.

We're courageous: We do the right thing and don't give up when things get tough. We accept challenges and are a force for social change.

We're skillful: We believe in self-improvement and good practice, always. If there is a better way to do something, we will do it.

We're responsive: We listen, learn and act. We put people first, demonstrating compassion and understanding.

Version Control and Change of History

Version	Effective from	Amendment
001	29 th April 2019	Amended by Selection & Engagement Coordinator to amend references to relevant state.
002	5 th January 2021	Amended by Selection & Engagement Coordinator to update title and relevant Working with Children Check.