

# Position Description

TEMPLATE

Position Description	
<b>Title:</b>	Quality Practice Coach
<b>Position Number:</b>	
<b>Payroll Code:</b>	
<b>Department:</b>	Practice, Quality & Safeguards
<b>Branch:</b>	State-wide
<b>Date Approved:</b>	August 2021
<b>Approved By:</b>	GM – Practice Quality and Safeguards
<p>Melba Support Services is a human right, values-based, not-for-profit community organisation committed to providing services that support individuals with disability to lead everyday lives of their choice.</p>	
Position Specifics	
<b>Position Objective:</b>	The Quality Practice Coach is responsible for embedding 'The Melba Way'. The role will provide hands-on coaching support to Outcome's line managers to ensure people purchasing Melba services receive high quality outcome-based supports. This will encompass all aspects of quality service provision to ensure contemporary frameworks are embedded in all Melba services, including Human Rights, Zero Tolerance and Active Support approaches.
<b>Primary Location:</b>	Dandenong
<b>Employment Status/Hours:</b>	Full-time, Contracted – 12-month position
<b>Travel:</b>	Regular
<b>Probation:</b>	All positions are offered with 6-month probation period at the commencement of employment
<b>Classification &amp; Conditions:</b>	TBA
<b>Remuneration:</b>	Wages will be negotiated commensurate with experience and qualifications. A salary package will be offered which includes access to salary packaging provisions.
Organisational Relationships	
<b>Reports to:</b>	Outcome Specialist – Quality Practice
<b>Supervises</b>	No direct reports

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<b>Internal Liaisons:</b>	Regional Outcomes/Operations Teams, , other members of Practice Quality and Safeguards division, Learning and development team, ICT, People and Culture.
<b>External Liaisons:</b>	Families, medical and allied health practitioners, community groups and partners, Local government authorities, other disability service providers and behaviour support practitioners

Position Responsibilities & Duties	Measurable Outcomes
<p><b>General</b></p> <ul style="list-style-type: none"> <li>• Commitment to Melba’s vision, missions, values, human rights framework and Zero Tolerance</li> <li>• Compliance with Melba’s code of conduct, privacy, workplace health and safety policies and procedures</li> <li>• A commitment to creating and fostering a workplace free from bullying, harassment or any form of unreasonable behaviour towards a person, group of people or Melba.</li> <li>• Conduct all duties and responsibilities in accordance with Melba’s policies and procedures</li> <li>• Ensuring that all duties, responsibilities and behaviours support and comply with equal opportunity, cultural diversity and human rights values and expectations.</li> <li>• Your interactions with co-workers and people supported are culturally appropriate and sensitive to each individual’s needs</li> <li>• Provide opportunities that support people to live a life of their choosing irrespective of their background and differences</li> <li>• Perform other duties as directed by the Outcomes Specialist – Quality Practice.</li> </ul>	<p>The Quality Practice Coach has delivered training to all staff in contemporary practice approaches, including human rights, zero tolerance and person-centred active support . Staff demonstrate an understanding of Human Rights and Zero tolerance and support people in line with these frameworks. Measurement is the personal outcome measures attained for people supported, a reduction in incidents of VANE and human rights restrictions imposed on people supported, staff’s self-reported level of confidence and competence to support people in line with these contemporary approaches and the satisfaction of the OS-Quality Practice.</p> <p>The Quality Practice Mentor/Coach has provided coaching support to Outcome’s line managers within the parameters of Melba’s Practice-based Coaching framework. Measurement is the</p>
<p><b>Occupation Health Safety and Wellbeing (OHS&amp;W)</b></p> <ul style="list-style-type: none"> <li>▪ Take reasonable care for their health, safety, and wellbeing and that of others.</li> <li>▪ Observe safe systems of work</li> <li>▪ Follow OHS&amp;W policies and procedures</li> <li>▪ Report hazards, near misses and incidents in accordance with the agreed incident reporting system</li> <li>▪ Contribute to a positive culture in relation to OHS&amp;W and participate in consultative structures</li> </ul>	
<p><b>Specific -</b></p> <ul style="list-style-type: none"> <li>• Provide training to all staff in foundational Human rights, Zero tolerance and person-centred active support frameworks</li> <li>• Work side by side with Outcome’s line managers to provide hands on coaching support and role model contemporary work practices reflecting positive and active support, including person-centred active support and positive behaviour support</li> </ul>	

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<ul style="list-style-type: none"> <li>• Provide coaching support to Outcome’s line managers, to translate Personal Outcome Measures into lived opportunities for people supported in Melba services</li> <li>• Provide training and coaching support to Outcome’s line managers to ensure accurate completion Human Rights Checklists for people receiving supports</li> <li>• Provide coaching support to Outcome’s line managers in all areas of quality compliance, including but not limited to compliance with incident reporting and complaints handling.</li> </ul>	<p>personal outcome measures attained for people supported, a reduction in incidents of VANE and human rights restrictions imposed on people supported, staff’s self-reported level of confidence and competence to support people in line with these contemporary approaches and the satisfaction of the OS-Quality Practice.</p>
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### Inherent Requirements of Position

<b>Physical Requirements:</b>	<i>Sitting – Regular</i> <i>Standing – Rarely</i> <i>Computer Based Task – Continuous</i> <i>Driving – Regular</i> <i>Bending and Lifting – Rarely (no lift policy for the manual of people supported)</i>
<b>Role Challenges and Essential Requirements:</b>	<p>Compliance with OHS regulations, legislation and Policies and Procedures          Successful completion of Pre – Employment checks and mandatory training and their subsequent renewals</p>

### Key Selection Criteria & Skills/Attributes

<b>Essential:</b>	<p><b>Skills:</b></p> <ul style="list-style-type: none"> <li>▪ Demonstrated leadership and coaching skills</li> <li>▪ Excellent service delivery skills Outstanding Interpersonal skills</li> <li>▪ Strong relationship management skills</li> <li>▪ High level organisational and time management skills including a proven ability to prioritise, meet deadlines and work autonomously</li> <li>▪ Demonstrated outcome analytical skills</li> <li>▪ High level written and verbal communication/presentation skills</li> </ul> <p><b>Values and attitude:</b></p> <ul style="list-style-type: none"> <li>▪ Understanding of, and a commitment to, the values and goals of the organisation</li> <li>▪ Demonstrated commitment to service excellence, human rights and zero tolerance</li> <li>▪ Energetic and committed</li> <li>▪ Passionate about human rights</li> <li>▪ Collaborative and committed to partnerships</li> <li>▪ Flexible to the needs of the role such as travel requirements, time of work, duties required</li> <li>▪ Demonstrated resilience</li> <li>▪ Commitment to contemporary practice approaches, including but not limited to Human Rights, positive behaviour support and person-centred active support.</li> </ul>
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	<ul style="list-style-type: none"> <li>▪ Creative, problem solver and initiative taker</li> <li>▪ Committed to achieving results</li> <li>▪ A creative and lateral approach to thinking and problem-solving</li> <li>▪ A dedicated approach to work which emphasises respect, approachability, and transparency</li> </ul> <p><b>Knowledge and previous experience:</b></p> <ul style="list-style-type: none"> <li>▪ Previous experience working as a Team Leader/Supervisor of Direct Support Workers in the disability sector essential</li> <li>▪ Experience in leading change</li> <li>▪ Demonstrated understanding of and experience working in line with contemporary practice frameworks, including Human Rights, positive behaviour support and person-centred active support.</li> <li>▪ Strong grasp of quality standards and evidence of having delivered services against them</li> </ul> <p><b>Other:</b></p> <ul style="list-style-type: none"> <li>▪ Current driver's licence</li> <li>▪ A roadworthy and insured vehicle and a preparedness to use it for work purposes</li> <li>▪ A smart phone and a preparedness to use it for work purposes</li> <li>▪ A commitment to ensuring mandatory training and development is completed</li> </ul>
<b>Desirable:</b>	<ul style="list-style-type: none"> <li>▪ Tertiary qualification in Disability / Community Services sector preferred but not mandatory</li> </ul>

**Melba Support Services Equal Opportunity Statement**

**Melba Support Services recognises the contribution that a diverse workforce makes to continuous improvement and service delivery and is an Equal Opportunity Employer.**

**Melba Support Services values diversity and encourages applications from Aboriginal and Torres Straight Islanders. People with disabilities and from culturally and linguistically diverse backgrounds are also encouraged to apply. Melba Support Services is committed to making reasonable adjustments where operationally viable.**

**Incumbent Declaration**

I have read and understood this Position Description and in signing this document agree that I am capable of fulfilling all of the requirements of the position described in this document.

Additionally, I agree to notify the Melba Support Services Management immediately of any change in my capacity to meet the requirements outlined in this PD such as any changes in:

- Drivers licence status (where applicable to role);
- Vehicle insurance status (where applicable to role);
- NDIS work check / Police Check status;
- Working with Children's Check
- Capacity to fulfil inherent requirements of the role.

Name:	Signature:	Date:
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