

POSITION DESCRIPTION

Position Title:	Consultant – Practice and Service Delivery
Department:	Practice Innovation and Service Development
Immediate Manager:	Practice Leader
Manager One Removed:	EGM Practice Innovation and Service Development

The Organisation

Possability is an 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

The purpose of the role is to ensure the delivery of quality clinical support services to Possability's participants, their families and advocates and Possability's Support Worker teams.

Operating Context

The role will provide support and expertise to Possability's operations to ensure the provision of quality services. The role will carry a caseload and provide advice and consultation to Operations including recommending appropriate clinical services; the development and delivery training, work with participants and support teams to develop and implement clinical interventions according to the participant's needs; and work with Practice Development and Operations to research, evaluate and improve provision of direct services, including clinical interventions and projects.

Autonomy

The role has the autonomy to act within the role's accountabilities and responsibilities. Any issues falling outside these areas are to be referred to the role's manager.

Roles and Accountabilities

1. **(For anyone who works with participants) 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>

Employees working with participants also have a duty to report on the following:

- Serious incident report – anything that involves the Police is reported to all management and also directly
- Field notes (shift report)
- Behavioural incident form
- Hazard identification notification
- Incident accident, injury notification – participant
- Medication error/incident/refusal notification
- PRN medication administration notification
- Seizure monitoring
- Sleepover disturbance form

2. In consultation with Operations oversee the provisions of clinical services to Possability participants.
3. Conduct assessments, develop therapeutic plans and culturally appropriate clinical support.
4. Provide consultancy regarding the suitability of referrals for the Child and Youth Service programme.
5. Provide support and advice for the Disability intake process.
6. Provide consultancy, as required, for complex referrals for disability services.
7. Establish and review policy and practice guidelines for the support of adults, children and young people with complex and challenging behaviour.
8. Provide consultation, case review, risk assessment and intervention for participants with complex needs as they access Possability's services.
9. Identify, develop and deliver training for these areas of practice to Possability Support Workers, negotiate participant appointments and meetings with service providers and manage follow ups.
10. Manage and maintain appropriate participant files.
11. Consult on and provide expert advice on matters of complexity and policy as they pertain to the role's accountability in various stakeholder forums.
12. Participate in externally provided professional supervision, which will be provided in addition to internal clinical support.
13. **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. You can also access a copy of these guidelines in the Safeguarding Children and Young People Policy section on Confluence.

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.

Generic Accountabilities – All Employees

To provide participants 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 participants 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 Chief Executive Officer (CEO).
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**

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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.

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

Key Performance Indicators

- To be agreed with the Practice Development Director on and regular and systematic basis.

Relationships	
Internal	External
Direct Manager	Participants / Families / Advocates
Practice Development	Department of Health
Possability Management Team	Department of Human Services
Operations	NDIS
Support Workers	Private Practitioners

	Other industry providers
	Other Government Entities

Selection Criteria	
Essential Qualifications and Experience	<ul style="list-style-type: none"> • A degree qualification relevant to the industry. • Desirable industry experience within a similar role.
Level of Expertise	<ul style="list-style-type: none"> • Demonstrated ability to deliver results – drives and delivers performance against a set of goals. • Demonstrated specialist knowledge and capability in the disability sector gained through applicable experience, training and education. • Well-developed written and verbal communication skills – including negotiation, consulting and mediation skills. • Well-developed ICT literacy and competency in all applicable MSOffice products, including the demonstrated ability to quickly learn and apply new systems to achieve outcomes. • Well-developed organisational and time management skills and the ability to proactively identify and meet expectations in a timely manner. • Demonstrated ability to self-motivate. • Demonstrated ability to undertake research, assess findings, draw conclusions and report. • Non Essential but desired experience: <ul style="list-style-type: none"> • Demonstrated experience in assessment and provision of clinical interventions for young people with a history of trauma and/or abuse. • Demonstrated experience in assessment and provision of clinical interventions for people with disabilities. • Demonstrated experience in providing positive behaviour support and trauma informed support interventions. • Demonstrated ability to engage with, motivate, train and mentor teams to ensure delivery of clinical interventions.
Behaviours	<ul style="list-style-type: none"> • A high level of personal presentation • Analytical thinking and data Analysis – understands the operating environment and makes decisions based on fact-based analysis. • Adapting to and leading change – seeks opportunities to transform the business by supporting others through the change process. • Commercial thinking – practically applies technical/functional expertise and challenges the status quo in contributing to business success. • Delivering results – drives and delivers performance against set goals. • Formulating Concepts – demonstrates short to medium term visioning and develops a plan to achieve the vision.

	<ul style="list-style-type: none"> • Emulating values – demonstrates, through behavior, an alignment to and an understanding of Possability’s values and the criticality of those values to Possability’s ongoing success. • Delivering results – efficient follow through of any tasks to completion or as otherwise determined by the direct supervisor or designated employee. • 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. • Leading – demonstrates, through behaviour, the ability to be a successful and effective leader. • Confidentiality – applies the highest level of confidentiality, understanding that confidentiality is an imperative for participants, their families, fellow employees and Possability.
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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.
- TAS: Provision of Working with Vulnerable People registration with an NDIS endorsement.
- QLD: Provision of Blue Card with a valid Yellow card exemption and/or an NDIS endorsement.
- VIC: Provision of Working with Children Check registration. Provision of a NDIS Worker Screening endorsement.
- Provision of a satisfactory pre-employment medical report.
- COVID-19 Vaccination Booster Evidence

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	May 2016	Drafted by Human Resources Business Partner
002	May 2016	Approved PDD and CEO
003	18/07/2016	Issued/revised by Ginger Motto (Quality Manager). Added Safeguard Children and Young People accountability criteria to Generic Accountabilities (Item 8).
004	3/10/2016	The "employer" changed to OAK Tasmania (trading as OAK Possability). Co-branded document with new OAK Possability logo.
005	02/11/2017	Added wording to reflect the change 'Safeguarding Children - Practice and Behaviour Guidelines' to 'Safeguarding Children Code of Conduct', updated date revised and version number.
006	20/05/2020	Reviewed and updated by Selection and Engagement Coordinator
007	March 2021	Reviewed and updated by People and Culture.
008	May 2022	Updated to new template