

Job Task Analysis Report

OUTREACH



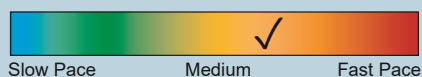
City of
KINGSTON

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| VERSION: | V3 - 27/08/2025 |
| DEPARTMENT: | AccessCare |
| PREPARED BY: | Health and Safety Officer Injury Management Advisor Senior Health and Safety Officer Team Leader (Senior) Vulnerable Person Intake Team Leader (Senior) Package Care Aged Care Advisor Vulnerable Person's Coordinator Coordinator Access Team Access Officer Client Services Officer PACE Health Management |
| WORK SCHEDULE: | Monday – Friday: 8 am-5 pm *30minute lunch break *10minute morning & afternoon break *Full time, Part-Time & Casual roles available |
| LOCATION/S ANALYSIS UNDERTAKEN: | 34 Brindisi Street, Mentone |

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|---|--|
| Organisation specified objectives of this analysis | Functional Task Analysis Pre-Employment Functional Screening Assessment Creation |
| Task Modifications Available - Physical | <ul style="list-style-type: none"> - Load reduction - Reduced work rate - Increased breaks - Task rotation |
| Task Modifications Available - Cognitive | <ul style="list-style-type: none"> - Ability to work independently - Remote support |
| Task Modifications Available - Environmental | <ul style="list-style-type: none"> - Ability to rotate work within facility - Ability to change tasks depending on environment |
| Most prevalent workplace injuries: | <ul style="list-style-type: none"> - Mental health injuries - Refer to relevant occupational health and safety reports |
| Most prevalent workplace injury incidents/tasks: | <ul style="list-style-type: none"> - Verbal aggressive clients (in person or over phone) |
| Description and primary purpose of role: | <p>AccessCare provides community care, case management and care packages for people who are older, have a disability and/or other complex care needs, their carers or those who are (or are at risk of becoming) homeless.</p> <p>The role of AccessCare Outreach is to deliver person-centred support and service to people in receipt of Commonwealth Home Care Packages, and Home and Community Care Linkages Packages within a wellness and reablement approach. The AccessCare Outreach works in partnership with the Consumer (and/or their Carer) to provide information, support and advice to assist them to make informed decisions about their care.</p> <p>An important aspect of this role is to provide responsive and coordinated care, build relationships across the team and service sector, deliver a consistent and best practice service, continue to improve and implement change and contribute to a positive team culture.</p> <p>This Job Task Analysis applies to the following positions:</p> <ul style="list-style-type: none"> - Access Officer - AccessCare Administration Officer - AccessCare Senior Administration Officer - Aged Care Advisor - Aged Care Reforms Project Officer - Case Manager – Community Connections - Community and Home Care Nurse - Community Nurse - Financial Accounts Officer - HACC Care Advisor - HACC PYP & Aged Care Advisor - Liaison Officer - Service Coordination Officer |

| ENVIRONMENTAL FACTORS | Description |
|-------------------------------|---|
| Temperature | <ul style="list-style-type: none"> - Indoor – Variable temperature in client homes, temperature controlled indoor public spaces - Vehicle – Temperature-controlled work or personal vehicle - Outdoors – Public spaces e.g. beaches, streets, parks - Combination indoors, vehicle, and outside: <ul style="list-style-type: none"> - Split 50%/10%/40% - Vulnerable Persons positions - Split 90%/5%/5% - all other positions |
| Noise | <ul style="list-style-type: none"> - Loud client technology e.g. TV, radio - Road side traffic e.g. car horns, sirens |
| Vibration | <ul style="list-style-type: none"> - Driving - Pushing wheelchair |
| Personal Protective Equipment | <ul style="list-style-type: none"> - Rubber/personal care gloves - Hand sanitiser - Surgical masks and N95 masks as required |
| Machinery/Tools | <ul style="list-style-type: none"> - Laptop - Phone - Notebook - Pen - Backpack/laptop bag |
| Uneven Terrain | <ul style="list-style-type: none"> - Nature strips - Backyards - Front yards - Client premises (including hoarders) - Carparks - Community based settings (GP clinics, parks, beaches, bushes – unpredictable environments) |
| Wet/slippy | <ul style="list-style-type: none"> - Car parks - Driveways - Parks (mud, water) - Front stairs/ramps - Bathroom floors - Biohazards (e.g. human and animal) - Wet carpet - Wet surfaces (home and community) |

PACE ratings:



Manual Handling Physical Demand Rating Classification Guide:

| Physical Demand rating | Tick | Weight/Force Exerted to push or pull items. | Weight Lifted or carried |
|------------------------|------|---|--|
| Sedentary | | Exerting less than 4.5 kg of force occasionally, negligible force to push objects needed to push or pull objects. | >4.5 kg occasionally, 1-3 kilograms frequently to lift or carry objects. |
| Light | | Exerting up to 9 kilograms occasionally and 4.5 kilograms frequently or negligible amounts of force constantly to push or pull objects. | Exerting 4.5-9 kg occasionally, 3-4.5kilograms frequently to lift or carry objects. |
| Medium | ✓ | Exerting up to 9-23 kilograms occasionally and or 4.5-11 kilograms frequently or 4.5kg force constantly to push or pull objects. | >9-15 kg occasionally, 4.5 -11kg frequently to lift or carry objects. |
| Heavy | | Exerting up to 23-45 kilograms occasionally and or 11-23 kilograms frequently or 4.5kg force constantly to push or pull objects. | >15-20 kg occasionally, 11-16kg frequently to lift or carry objects. |
| Very Heavy | | Exerting up to >45 kilograms occasionally and or >23 kilograms frequently or 9kg force constantly to push or pull objects. | 20kg+ occasionally, 16+ kg frequently to lift or carry objects |

Cardiovascular Physical Demand Rating Classification Guide:

| Physical Demand rating | Tick | Cardiovascular Demand |
|------------------------|------|---|
| Sedentary | | A role predominantly involving sitting with occasional standing and walking. Low level force and slow movements required occasionally. Heart Rate <40% maximal Heart Rate or 4/10 effort |
| Light | ✓ | A role involving frequent standing or walking with occasional bouts of sitting. Physical tasks in this role are light in nature, completed at a slow pace and could be sustained throughout the working day without noticeable increase in breathing rate or levels of exertion. Heart Rate 40-55% maximal Heart Rate or 4-5.5/10 effort |
| Medium | | A role involving frequent to constant walking and standing with occasional bouts of sitting. Some physical tasks in the role are light to moderate in nature, completed at a moderate pace and could not be sustained for periods of greater than 20 minutes at a time, the participant will have a noticeable increase in breathing and exertion rate but is still able to say a sentence before requiring to take a breath. Heart Rate 55-70% maximal Heart Rate or 5.5-7/10 effort |
| Heavy | | A role involving frequent to constant walking and standing with rare bouts of sitting. Most physical tasks in the role are moderate to heavy in nature, completed at a moderate to fast pace and could not be sustained for periods of greater than 10 minutes at a time, the participant will have a noticeable increase in breathing and exertion rate and will require to take a breath every few words. Heart Rate 70-90% maximal Heart Rate or 7-9/10 effort |
| Very Heavy | | A role involving frequent to constant walking and standing with rare bouts of sitting. Most physical tasks in the role are heavy in nature, completed at a fast pace and could not be sustained for periods of greater than 5 minutes at a time, the participant will have a noticeable increase in breathing and exertion rate and will be puffing and panting. The heavy work may be interspersed with short periods of rest. Heart Rate >70% maximal Heart Rate or 9+/10 effort |

Health Monitoring Considerations

| CRITERIA | Yes/No |
|--|--------|
| Exposure to hazardous noise | NO |
| Exposure to manual handling as part of normal activities | YES |
| Exposure to hazardous chemicals | YES |
| Exposure to hazardous manual handling | YES |
| Exposure to biological waste | YES |

HAZARDOUS MANUAL HANDLING

Manual handling tasks are assessed in accordance with the WorkSafe Victoria Compliance code: Hazardous manual handling. Use this checklist to identify if a manual handling task is considered as hazardous. If any boxes are selected, the task involves hazardous manual handling.

| Work/Task | Repetitive or sustained application of force | Sustained awkward posture | Repetitive movement | Application of high force | Exposure to sustained vibration | Handling of live people or animals | Unstable or unbalanced loads or loads that are difficult to grasp or hold | Does the task involve hazardous manual handling? | For known risks are suitable control measures available now? | If yes, provide details |
|---|--|---------------------------|---------------------|---------------------------|---------------------------------|------------------------------------|---|--|--|--|
| Supporting and moving clients | X | X | X | X | | X | | Yes | Yes | Refer to manual handling risk assessment |
| Carrying bags for clients | X | X | | | | | | Yes | Yes | Refer to manual handling risk assessment |
| Loading car with mobility aids | X | X | | X | | | X | Yes | Yes | Refer to manual handling risk assessment |
| Rubbish removal | X | | X | X | | | X | Yes | Yes | Refer to manual handling risk assessment |
| Administering CPR | X | X | X | X | | X | | Yes | Yes | Refer to manual handling risk assessment |
| Urgent personal/medical care (e.g. showering, dressing clients, making and changing beds – **Nurses only**) | X | X | X | | | X | | Yes | Yes | Refer to manual handling risk assessment |
| Loading and unloading vehicle with bagged items | X | | X | | | | | Yes | Yes | Refer to manual handling risk assessment |
| Prolonged computer based work | | X | X | | | | | Yes | Yes | Refer to manual handling risk assessment |

PHYSICAL DEMAND MATRIX

SUSTAINED POSTURES AND MOBILITY REQUIREMENTS

KEY: **R:** Rarely 1-33% or <2.5hrs/shift **F:** Frequently 33-66% or >2.5-5 hrs/shift **C:** Constant 67-100% or >5-8 hours of shift **OH:** Occasional High Frequency (Posture/Movement repeated/held for 3 + minutes at a time)

| Posture required | R | O | F | C | OH | Typical Maximal Holding Time | Typical Holding Time |
|-----------------------------|---|---|---|---|----|------------------------------|----------------------|
| Standing | | | X | | | 2 hours | 15-30 minutes |
| Sitting | | | | X | | 2 hours | 30-60 minutes |
| Computer based work | | | | X | | 3 hours | 60-120 minutes |
| Writing/Typing | | | | X | | 3 hours | 60-120 minutes |
| Walking | | | X | | | 30 minutes | 5-10 minutes |
| Unilateral Kneel (one knee) | | X | | | | 1 minute | 1-3 seconds |
| Bilateral Kneel (two knees) | | X | | | | 15 minutes | 1-3 seconds |
| Reaching Overhead | | X | | | | 10 seconds | 1-3 seconds |
| Reaching forward | | X | | | | 10 seconds | 1-3 seconds |
| Reaching Shoulder height | | X | | | | 10 seconds | 1-3 seconds |
| Climbing Stairs | | | X | | | 1 minutes | 5-30 seconds |
| Crawling | | X | | | | 1 minute | 10-30 seconds |
| Crouching | | X | | | | 1 minute | 10-30 seconds |
| Stooping or bending | | X | | | | 10 seconds | 1-3 seconds |
| Squatting | | X | | | | 5 minutes | 10-30 seconds |
| Driving | | | X | | | 1 hour | 5-30 minutes |
| Twisting | | | X | | | 1 hour | 30 minutes |
| Turning | | | X | | | 1 hour | 30 minutes |
| Looking up/Down | | | | X | | 1 hour | 30 minutes |
| Balancing/Uneven ground | | | X | | | 30 minutes | 5-10 minutes |
| Scanning | | | | X | | 6 hours | 4 hours |

| | | | | | | | |
|------------------|--|---|---|---|--|------------|--------------|
| Push/Pull | | X | | | | 10 minutes | 5 minutes |
| Bilateral carry | | X | | | | 5 minutes | 1-2 minutes |
| Unilateral carry | | | X | | | 5 minutes | 1-2 minutes |
| Gripping | | | | X | | 1 hour | 5-30 minutes |

MANUAL HANDLING DEMANDS

KEY: **R:** Rarely **O:** Occasionally 1-33% or <2.5hrs/shift **F:** Frequently 33-66% or >2.5-5 hrs/shift **C:** Constant 67-100% or >5-8 hours of shift **OH:** Occasional High Frequency (Posture/Movement repeated/held for 3 + minutes at a time)

| Force Exerted | Description |
|---------------|---|
| Sedentary | Exerting less than 4.5 kg of force occasionally, negligible force to push objects needed to push or pull objects. |
| Light | Exerting up to 9 kilograms occasionally and 4.5 kilograms frequently or negligible amounts of force constantly to push or pull objects. |
| Medium | Exerting up to 9-23 kilograms occasionally and or 4.5-11 kilograms frequently or 4.5kg force constantly to push or pull objects. |
| Heavy | Exerting up to 23-45 kilograms occasionally and or 11-23 kilograms frequently or 4.5kg force constantly to push or pull objects. |
| Very Heavy | Exerting up to >45 kilograms occasionally and or >23 kilograms frequently or 9kg force constantly to push or pull objects. |

| Physical Demands | Metrics (Tasks) | R | O | F | C | OH | Typical Distance (metres) load moved or number of stairs/rungs | Maximal Weight / Load (kg) | Typical Load (kg) | Typical Reps/Hr | Typical Time Sustained for (min) |
|-------------------------------|---|---|---|---|---|----|--|----------------------------|-------------------|-----------------|----------------------------------|
| Lift floor to waist: | - Nurses pack - Groceries - Loading mobility aids into car boot | | | X | | | <3 | 10kg | 1-5kg | 1-4 | <5 minutes |
| Lift below the knee to waist: | - Nurses pack - Groceries - Loading mobility aids into car boot | | | X | | | <3 | 10kg | 1-5kg | 1-4 | <5 minutes |
| Lift waist to shoulder: | - Office equipment - Laptop - Groceries | | X | | | | <3 | 5kg | 1-2kg | 1-3 | <1 minute |
| Lift waist to overhead: | - Stationary - Groceries | | X | | | | <3 | 5kg | 1-2kg | 1-3 | <1 minute |
| Carry bilateral (two arms): | - Carrying client bags - Incontinence packs - Delivery of minor equipment (e.g. mop and bucket) | | | X | | | 10-100m | 10kg | 1-5kg | 1-4 | <10 minutes |
| Unilateral Carry (one arm): | - Carrying client bags - Incontinence packs - Laptop bag - Delivery of minor equipment (e.g. mop and bucket) | | | X | | | 10-100m | 10kg | 1-5kg | 1-4 | <10 minutes |
| Push load: | - Oxygen tanks - Assisting with mobility aids - Shopping trolleys | | | | X | | <1km | Medium | Light | 1-3 | <15-20 minutes |
| Pull load: | - Oxygen tanks - Assisting with mobility aids - Shopping trolleys | | | | X | | <100m | Medium | Light | 1-3 | <30 seconds |

| | | | | | | | | | | | |
|--------------------------------|---|--|--|--|---|--|---|--------|-------|---|---|
| Grasping | <ul style="list-style-type: none"> - Steering wheel - Pens - Computer mouse - Phone - Laptop - Bags - Urgent personal/medical care | | | | X | | - | Medium | Light | - | - |
| Pinching | <ul style="list-style-type: none"> - Pens - Using a phone stylus | | | | X | | - | Medium | Light | - | - |
| Fine finger/ Hand Coordination | <ul style="list-style-type: none"> - Mouse - Setting up key lock box - Urgent personal medical care - Phone | | | | X | | - | Medium | Light | - | - |

PSYCHOSOCIAL MATRIX

KEY: **R:** Rarely 0-33% or <2.5hrs/shift **F:** Frequently 33-66% or >2.5-5 hrs/shift **C:** Constant 67-100% or >5-8 hours of shift **OH:** Occasional High Frequency (Posture/Movement repeated/held for 3 + minutes at a time)

| Attribute | Explanation | Frequency Experienced during typical day | General examples |
|--|--|--|--|
| Decision making/reasoning | <ul style="list-style-type: none"> - Making good and timely decisions that keep the department moving forward - Makes sound decisions, even in the absence of complete information - Relies on a mixture of analysis, experience, and judgement when making decisions - Considers relevant factors and uses appropriate decision-making criteria and principles - Recognises when and reasonable solution will suffice in a timely matter | Constant | <ul style="list-style-type: none"> - Assessing the capacity for clients to live independently - When to escalate services - Evaluating service requirements - Managing client's budgets - Prioritising tasks and cases for the day |
| Rule following | <ul style="list-style-type: none"> - Follows policies and procedures in place to ensure business operations are consistent | Constant | <ul style="list-style-type: none"> - Following safety and service procedures and standards - Following instructions given by the manager/family/client - Abiding by VCAT hearing rulings - Abiding by relevant legislation |
| Literacy skills | <ul style="list-style-type: none"> - An ability to understand written information, to evaluate arguments about this information and formulate necessary written or verbal response. | Constant | <ul style="list-style-type: none"> - Reading and understanding written information in English - Taking notes and report writing - Liaising with healthcare providers - Documenting VCAT outcomes |
| Numeracy skills | <ul style="list-style-type: none"> - The ability to understand numerical information as well as the ability to make logical conclusions | Constant | <ul style="list-style-type: none"> - Updating databases daily to ensure currency, integrity, and accuracy of data housed at all times. - Managing brokerage funds - Client budgets - Working within program budgets - Department block funding - Credit care remittance and reconciliation |
| Technical literacy | <ul style="list-style-type: none"> - Anticipating and adopting innovations in department / building digital and technology applications - Anticipates the impact of emerging technologies and makes adjustments - Readily learns and adopts new technologies | Frequent | <ul style="list-style-type: none"> - Use organisational systems, for communication with staff - Maintain proficiency in internal systems and external sources - Client database - Using client software for note taking (e.g. care link) |
| Coping with pressure and setbacks | <ul style="list-style-type: none"> - Works productively in a high-pressure environment - Responds reasonably to difficult situations - Balances the demands of work life and personal life - Handles criticism well and learns from it | Frequent | <ul style="list-style-type: none"> - Responds efficiently and effectively to difficult client queries - Meeting work expectations and timelines - Managing client expectation against best practice process and guidelines - Working with funding or guideline restrictions and finding the best solution - Making calculated, best practice decision with the information gathered which could have large implications - Exposure to potentially traumatic situations (e.g. extreme poverty, abuse) and continue to complete the role |
| Manages complexity | <ul style="list-style-type: none"> - Making sense of complex, varied quantity, and sometimes contradictory information to effectively solve problems - Asks questions to accurately analyse situations - Acquires data from multiple and diverse sources when solving problems - Uncovers root causes to problems - Evaluates pros and cons, risks, and benefits of different solution | Constant | <ul style="list-style-type: none"> - Balancing client expectations against ability to deliver - Evaluating complex client needs and finding a suitable outcome - Recommending additional services for clients outside of scope of practice - Asks questions to accurately analyse the needs of people who are older and/or have a disability and their carers - Balancing customer expectations and needs with the ability to deliver community support services |

PERSONAL

| | | | |
|--|---|------------|---|
| | | | <ul style="list-style-type: none"> - Being exposed to drug or alcohol effected individuals |
| Manages Ambiguity | <ul style="list-style-type: none"> - Operating effectively, even when things are not certain, or the way forward is not clear - Deals comfortably with the uncertainty of change - Effectively handles risk - Can decide and act without the total picture - Is calm and productive, even when things are up in the air - Deals constructively with problems that do not have clear solutions or outcomes | Constant | <ul style="list-style-type: none"> - Deals constructively with unclear customer requests - Finding a solution through unclear direction, information and parameters - Exposure to a variety of clients with varying complex conditions, sometimes for the first time |
| Ability to work in isolation | <ul style="list-style-type: none"> - Comfortable working in isolation for prolonged periods of time without the company of others: - Persists in accomplishing objectives despite obstacles and setbacks - Self-led to achieve results | Occasional | <ul style="list-style-type: none"> - Ability to stay self-motivated and work without direct supervision - Working from home - Driving between sites |
| Emotional stability | <ul style="list-style-type: none"> - Stay composed and forward-thinking when faced with challenging situations | Constant | <ul style="list-style-type: none"> - Managing client death - Managing conflict with clients and/or families - Potential abuse from erratic/unwell clients - Having the ability to disassociate from private life and work life |
| Concentration | <ul style="list-style-type: none"> - Has the ability to maintain a broad, receptive attention to a variety of demands. | Constant | <ul style="list-style-type: none"> - Following checklists and procedures - Manage workload based on interruptions and service delays - Active listening/engaging with the elderly /disabled clients |
| Persistence | <ul style="list-style-type: none"> - The ability to accept obstacles, discouragement, distraction, or stressful situations - Stay committed when faced with adversity - Persevere in pursuit of short and/or long-term goals | Constant | <ul style="list-style-type: none"> - Working with clients - Respecting client views and decisions - Working with other providers - Assessing, meeting deadlines and making treatment decisions - Ensuring clients are assess and provided with appropriate care and services to meet their needs |
| Nimble learning | <ul style="list-style-type: none"> - Actively learning through experimentation and when tackling new problems by using both successes and failures. - Learns when facing new situations - Experiments to find new solutions - Takes on the challenge of unfamiliar tasks - Extracts lessons learnt from failures ad mistakes | Frequent | <ul style="list-style-type: none"> - Assessing the capacity for varying clients to live independently and when an intervention is needed - Evaluating service requirements - Personal and client safety - Managing varying client budget |
| Ability to follow and complete instructions given | <ul style="list-style-type: none"> - Appropriately follows instructions from others without unnecessarily challenging authority - Follows procedures and policies - Keeps to schedule - Arrives punctually for work and meetings - Complies with legal obligations and safety requirements of the role | Constant | <ul style="list-style-type: none"> - Following reasonable direction from team leaders - Working within the client's budget - State and Government guidelines relevant to program area - Following advice from a healthcare provider |
| Short term focus and/or attention to detail | <ul style="list-style-type: none"> - The ability to document key pieces of information that are frequently relied upon to perform workplace tasks - The ability to transfer information from one source to another and apply it - The ability to focus on a priority task with distractions present - Able to quickly decipher the importance of number of tasks and prioritise accordingly | Frequent | <ul style="list-style-type: none"> - Preparing client documents and reports - Participating in case conferences - VCAT hearings - Participating in family meetings |

| | Attribute | Explanation | Frequency Experienced during typical day | General examples |
|--------|--|---|--|--|
| SOCIAL | Autonomy | <ul style="list-style-type: none"> - The ability to follow your own approach and while making informed, uncoerced decisions and remain motivated when working autonomously | Constant | <ul style="list-style-type: none"> - Ability to be self-reliant to interact with multiple sources of information, whilst actively listening to and engaging with stakeholders to determine the best advice - Manage own workload and make key decisions relevant to the role - Ability to manage technological issues and troubleshoot escalate or resolve. |
| | Ability to work with colleagues/ team | <ul style="list-style-type: none"> - Building partnerships and working collaboratively with others to meet shared objectives - Works cooperatively with others across the organisation to achieve shared objectives - Represents own views while being respectful to others - Partners with others to get work done - Credits others for their contributions and accomplishments - Gains the trust and support of others | Constant | <ul style="list-style-type: none"> - Ability to work with colleagues as required via face to face, phone, email, online - Ability to receive and provide feedback to colleagues and team members - Participating in team meetings and case conferences |
| | Ability to work with consumers | <ul style="list-style-type: none"> - Anticipating and balancing the needs of multiple customers/stakeholders/clients - Understands internal and external customers/stakeholders/client requirements, expectations, and needs - Considers the interests of multiple customers/stakeholders/clients - Considers cultural and ethical factors relevant to the situation - Acts reasonably despite conflicting demands of customers/stakeholders/clients | Constant | <ul style="list-style-type: none"> - Working with the community from all demographics (e.g.: different ages, cultures, abilities, CALD, Indigenous, and First Nations and LBGTQI+ people with accessible needs and older adults) - Assist clients and their carers with requests and inquiries to access services and programs via the phone, email, messaging - Referring complex client and staff inquiries/complaints to relevant staff in a professional manner |
| | Productivity Demands | <ul style="list-style-type: none"> - Understanding the effective and efficient processes to get things done, with a focus on continuous improvement - Identifies and follows the processes necessary to get work done - Organises and prioritises activities into efficient workflow - Seeks ways to improve processes | Constant | <ul style="list-style-type: none"> - Provide timely customer service to clients via phone/email - Facilitate the induction and rostering training for new administration staff - Meeting set out KPIs |
| | Resilience/ Ability to manage stress | <ul style="list-style-type: none"> - Rebounding from setbacks and adversity when facing difficult situations - Manages pressure - Handles and manages issues effectively - Remain productive despite adversity - Learns from workplace challenges | Constant | <ul style="list-style-type: none"> - Working within the complexity of caseloads and complex client needs - Managing client death - Managing conflict with clients and/or families - Potential abuse from erratic/unwell clients - Working with complex, and vulnerable demographics |
| | Ability to manage conflict | <ul style="list-style-type: none"> - Handling conflict situations effectively - Works with all parties to reach an agreement and settles disputes equitably - Integrates diverse views and finds common ground and/or acceptable alternatives | Frequent | <ul style="list-style-type: none"> - Supporting vulnerable members of the community - Ability to self-monitor and seek support to de-escalate conflict as required - Managing conflict with clients and/or families - Finding a solution for escalated concerns |
| | Situational adaptability | <ul style="list-style-type: none"> - Adapting approach and demeanour in real time to match demands of different situations - Readily adapts personal and interpersonal behaviours - Understands that different situations may call for different approaches - Can act differently depending on the circumstances | Constant | <ul style="list-style-type: none"> - Readily adjust personal behaviour to different audiences, and situations, - Ability to embrace an ever-changing service need - Positively embrace additional and changing tasks and expectations at short notice |