

Position Description

Client Support Professional (ACO)

Position Title:	Client Support Professional
Manager (reports to):	Program Lead ACO Day Services
Division:	Client Services
Program:	Disability Services - Adult Community Options (ACO)
Primary Location:	As per Contract
Other Location:	Additional locations as required, including Parkdale, Clayton, Edithvale and Cheltenham
Classification (Grade/Level):	SACS Level 2 (Pay Point depending on experience)
Enterprise Agreement or Award:	Victorian Disability Services (NGO) Agreement 2023 or its successor

Better Health Network

Better Health Network (BHN) is a not-for-profit organisation providing integrated health and wellbeing services to people of all ages in communities across south-eastern Melbourne. We proudly provide a wide range of services to support healthy living, general wellbeing and social connection. These include specialist medical services, dental and allied health, nursing and counselling services, as well as aged care social supports and NDIS disability services. With the vision, *Your health, your choice, your way*, we exist to deliver accessible services that meet the needs of our communities and use our influence to create positive change.

BHN's Disability Programs, including our Adult Community Options (ACO) teams, provide specialist, NDIS-funded support to increase inclusion and improve outcomes for people with a disability. Services are delivered individually or in groups across BHN/ACO venues, client homes, and community settings, guided by a social model of health, human rights principles, and a focus on capacity building.

Position Objective

The Client Support Professional may operate independently or as part of a group to deliver group or one-to-one support across ACO/BHN venues, client homes, and community-based settings. The ACO program aims to empower people with a disability to exercise choice and control in their daily lives and engage in activities that reflect their individual needs, goals, and interests. The Client Support Professional also provides guidance and mentorship to Client Support Workers in the program.

Key (Professional) Responsibilities

- Provide client support at any ACO venue, in home or community-based programs.
- Work to the weekly timetable.
- Provide input into the development and evaluation of group and individual timetables, Person Centred Plans (PCPs) and Behaviour Support Plans (BSPs), NDIS goal achievement.

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- Provide input into program planning, delivery and evaluation.
- Support a smooth transition for new clients.
- Report on outcomes associated with the Clients' NDIS goals, as outlined in their Schedule of Supports and Person-Centred Plan.
- Liaise with ACO Team Lead about any matters related to clients, the timetable and support needs.
- Provide support for client participation in all activities, as per their Schedule of Support.
- Support clients with Behaviours of Concern, in accordance with their Behaviour Support Plan.
- Support the rights of people with a disability, in accordance with the Charter of Human Rights.
- Support client choice and control in line with the principle of dignity of risk with consideration to BHN duty of care. Provide individualised personal care for clients, as required (e.g. toileting, meal preparation).
- Administer medication as required as per ACO medication administration policy.
- Drive buses or other vehicles as required in accordance with BHN policies (unless, not having a valid licence is disclosed pre-employment)
- Ensure data collection is accurate and timely.

Organisational Responsibilities

(Self) Leadership:

- Stay current with industry developments, enhancing professional knowledge and technical skills to maintain best practice.
- Adapt to organisational needs, undertaking additional responsibilities as required to support BHN's operations and strategic priorities.
- Ensure ongoing compliance, adhering to relevant legislation, funding guidelines, service standards, and contractual obligations.

Occupational Health & Safety:

- All employees are responsible for taking reasonable care of their own health and safety, as well as the safety of others affected by their actions at work, and for adhering to BHN's Occupational Health & Safety frameworks.

Risk Management:

- Actively identify, report, and manage risks to ensure a safe and efficient work environment.

Quality:

- Follow BHN's policies and procedures to ensure compliance and consistency in service delivery.
- Engage in quality improvement initiatives and actively involve clients in these activities when applicable.

Behavioural:

- All employees are expected to demonstrate behaviours and capabilities that align with our organisational values of Accountability, Collaboration, Respect, and Courage. These expectations are tailored to the level of responsibility associated with each role. The specific capabilities for this position can be found in BHN's Values Capability Matrix.
- Perform duties in accordance with BHN policies and procedures.
- Undertake other duties as reasonably directed.

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Working Relationships

Direct Reports:

- Nil

Internal working relationships include:

- BHN Leadership
- All ACO and BHN staff

External working relationships include:

- Clients, families and carers
- Other organisations
- Community groups
- Allied health professionals
- Supported Residential Living staff (Carers)

Key Selection Criteria

Essential Qualifications

- Certificate III or IV in Community Services (Disability) or equivalent.

Essential Experience

- Experience working with a range of people with a disability in a range of settings.

Essential Skills and Attributes

- Sound knowledge and understanding of relevant disability legislation and guidelines for disability services.
- Strong written and verbal communication skills, with the ability to engage effectively with families, carers, and professionals from diverse backgrounds.
- Willingness and ability to support people with a disability in all activities, including manual handling and personal care.
- Commitment to service excellence and achieving high-quality client outcomes.
- Effective organisational and time management skills, with flexibility to work in a team and adapt to change.
- Proficient in MS Office and database systems.

Inherent Requirements

BHN endeavours to provide a safe working environment for all staff. The below describes the critical inherent requirements associated with this job.

Physical

- Frequent movement, standing, sitting and computer tasks, manual handling, or use of equipment in line with role/task requirements.

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Cognitive

- Attention to detail and task accuracy to minimise risk to self and others.

Psychosocial

- Exposure to emotional situations; resilience required to manage stress.
- Must report hazards, incidents, and follow safe work procedures (WHS duty of care).

Compliance

Compliance Responsibilities:

It is the responsibility of both the Manager, and Incumbent(s) of the role to ensure the employee(s) performing the role meet relevant requirements of Professional Standards/Codes of Conduct imposed by AHPRA, National Boards, or under Industry Codes. It is the responsibility of both the Manager, in partnership with People and Culture, to ensure that probity checks remain compliant.

Probity checks must be completed as indicated

<input checked="" type="checkbox"/> National Police Check [Mandatory]*	<input checked="" type="checkbox"/> Working with Children Check [Mandatory]
<input checked="" type="checkbox"/> Evidence of Right to Work in Australia [Mandatory]	<input checked="" type="checkbox"/> NDIS Worker Screening Check
<input checked="" type="checkbox"/> Statutory Declaration NDIS Statutory Declaration	<input type="checkbox"/> Aged Care Worker Banning Order Check
<input type="checkbox"/> Professional Registration Choose an item.	<input checked="" type="checkbox"/> First Aid Certificate
<input checked="" type="checkbox"/> Current full or probationary driver's licence	<input checked="" type="checkbox"/> Vaccination Requirement Category A

Please refer to the Credentiailling and Scope of Practice Policy for further information and the Immunisation Policy for details regarding immunisation categorisation, please note all Category A workers are required to be vaccinated annually for seasonal influenza. *International Police Check required if the person has lived in any other country for at least 12 months in the past 10 years.

Position Description Authorised by:

Position Title:	Program Lead ACO Day Services		
Program/Team:	Disability Services		
PD Version Number:	V1.2	Date:	08/08/2025
People and Culture Review			
People & Culture Signature:	BP Employee Capability	Date:	11/08/2025