

Position Description

Position Title:	Senior Practitioner Behaviour Support
Department:	Client Programs
Service:	PCBS
Location:	Northern Rivers (Ballina) with regular travel across the Far North Coast and some travel throughout NSW/ ACT.
Reporting to:	Senior Manager
Direct Reports:	Behaviour Support Practitioner – coordinators
Date of Review:	May 2016

ABOUT NORTHCOTT:

Who is Northcott?

Northcott is a not-for-profit disability service provider that works with customers to realise their potential.

As one of Australia's largest not-for-profit disability service organisations, we provide services from metropolitan and regional locations throughout NSW and the ACT. We have more than 85 years of experience and expertise in the disability service industry.

A registered NDIS provider, we employ close to 1000 staff and provide empowering, personalised services to over 13,500 people with disability, their families and carers each year.

What do we do?

Northcott provides personalised and dynamic support, delivered by a committed team who will optimise and maximise support and services for every customer.

Our experience and expertise gives confidence to our customers they are in good, trustworthy hands, while our commitment to innovation and pushing boundaries allows us to tackle any challenge currently creating barriers for our customers to reach their potential.

Northcott's diverse range of service offerings and strong community partnerships gives customers easy access to the supports they need or want through a single gateway from our many locations.

What is our promise to each customer?

We will work creatively and relentlessly with each customer to unlock, discover and unleash their potential, supporting and empowering them to be the best they can be now and in the future.

Our customers are not numbers, they are unique individuals. We personalise our services to each customer's current and future needs and goals, every single one, to ensure their development and growth.

As advocates for our customer's inclusion, we will empower them with confidence, choice and opportunity so they can live their life, as they choose, in their own way.

KEY OBJECTIVE OF THE SERVICE/DEPARTMENT:

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- To deliver a capacity building Person Centred Behaviour Support Service.

KEY OBJECTIVE OF THE POSITION:

- To provide supervision and support to the Behaviour Support Practitioners and Lead Practitioners working in Northcott's Person Centred Behaviour Support Service.
- To deliver Person Centred Behaviour support training as required.
- To provide Person Centred Behaviour Support to a complex caseload.
- To network and build relationships with the local community to grow Northcott's footprint.

PERSON SPECIFICATIONS (SKILLS & KNOWLEDGE):

- Minimum ten years experience working with a diverse range of people with a disability including those with complex needs.
- Minimum five years experience working in a role that included behaviour support responsibilities.
- A passion for a capacity building approach and customer rights.
- Proven ability to successfully lead, manage and support a team.
- Minimum five years experience mentoring staff to implement Behaviour Support Plans.
- Experience working with customers, staff and families utilising a Positive Behaviour Support approach.
- Experience working within a Person Centred approach.
- Demonstrated ability to manage a diverse caseload in an efficient and effective manner.
- Confidence using new technologies.

ESSENTIAL QUALIFICATIONS & EXPERIENCE REQUIRED:

- Relevant tertiary qualification in the social sciences or community sector
- Current NSW driver's license

DELEGATION LEVEL:

- Level 4

CORE COMPETENCIES OF THE ROLE:

Customer Focus / External Contact

- Builds and sustains relationships with external service providers for the purpose of strengthening Northcott's Regional footprint and delivering person centred options for customers.
- Provide presentations and PCBS to a variety of audiences and customers.

Leadership

- Drives continuous improvement.
- Recognises the need for ideas and efforts which consistently improve how well our services and products are delivered.
- Suggests new processes or improvements.
- Generates workable solutions to problems.

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- Generates original ideas.

Relationship Building

- Work across the organisation providing PCBS and responding to incidents.
- Collaborates with other Northcott and external services to achieve program and organisational goals.
- Maintains a network of contacts that can provide information, help and access to other relevant services.
- Develops key strategic relationships.

Problem Solving

- Defines extent of problem areas and develops solutions.
- Effectively identifies and evaluates alternative solutions.
- Makes decisions consistent with skills and experience.
- Delivers capacity building Person Centred Behaviour Support to a range of customers including those with complex behaviours of concern.
- Participates in supervision with Senior Manager.

Financial Impact

- Charge out as fee for service customer work or presentation fees for work carried out.
- Ensures fee for service caseload is in line with financial and operational targets.
- Meets billable hours KPI's.

Time Impact

- Completes allocated tasks within the appropriate timeframe and meets deadlines.
- Prioritises duties/ responsibilities in a manner consistent with service and organisational objectives.
- Ensures reporting data is entered and on target each quarter.

Team Work

- Contributes to the team on areas of specialisation.
- Provides advice to team members when requested.
- Facilitates the establishment of team priorities and work demands.
- Regards team members in a positive light.
- Values the input of others and is willing to learn from them.

DUTIES:

The typical duties of this position include:

1. To provide practice supervision of the behaviour support practitioners and lead practitioners.
2. Manage expenditure within the services budget and other Northcott data systems.
3. Contribute to the annual budget planning process.
4. Keep up-to-date with relevant developments in the disability services sector and to maintain and develop professional knowledge and skills.
5. To provide on-going evaluation of the appropriateness and effectiveness of the program together with families and the team, both informally and through participation in regular service reviews.
6. To facilitate team meetings and to attend meetings of Northcott when required.

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7. To allocate and oversee caseloads of the behaviour support practitioners and lead practitioners to ensure operational and financial targets, including billable hours KPI's, are achieved.
8. Respond to requests for PCBS from external referrals and manage own calendar to deliver PCBS for families and individual customers.
9. Identify and participate in networking opportunities and attend meetings relevant to the customer group, service type and or geographical area.
10. Develop Behaviour Support plans as required and support implementation.
11. Respond to Riskman incident reporting as directed.
12. Participate in group practice supervision with the Behaviour Support Team and individual practice supervision with Senior Manager Person Centred Behaviour Support.
13. Follow all Person Centred Behaviour Support Team procedures including submitting all behaviour support plans to the Senior Manager Person Centred Behaviour Support for approval prior to implementation.
14. Respond to internal requests for Behaviour Support as directed.
15. To comply with, report on and actively participate in Northcott's Safety and Injury Management Procedures and Northcott's WH&S Procedures.
16. To provide information, resources and train staff in Northcott's Safety & Injury Management Procedures and Northcott's EEO Procedures.
17. Adhere to Northcott policies and procedures, in particular, the Code of Conduct and Ethics.
18. Other duties as outlined by the Senior Manager.

This list is indicative only and is subject to change. All Northcott employees are required to comply with any reasonable work requests as directed by their employer from time to time.

NORTHCOTT POLICY AND PROCEDURES

All Northcott employees are expected to adhere to Northcott policies and procedures, in particular:

- Code of Conduct and Ethics
- Discrimination Harassment and Bullying Prevention Policy
- Equal Employment Opportunity Policy
- WHS Policies and Procedures.

For more information see your manager or refer to the policy and procedures on the Northcott Intranet.

Employee's Signature

Employee's Name

Date

Manager's Signature

Manager's Name

Date

Please forward a signed copy to Human Resources.