

Position Description

Position Title:	Allied Services and Wellbeing Practitioner	Division:	Quality, Innovation and Safeguards
Position Reports to:	Director, Allied Services and Wellbeing Allied Services and Wellbeing Manager	Direct Reports:	0
Classification	Yooralla Allied Services Agreement 2018	Band	Grade 2
Approved by:	Rod Carracher	Date approved	September 2020

Primary Position Objective:

The Allied Services and Wellbeing division provides high quality, evidence based supports and services across the lifespan for people with disability. Specialist skill sets within the organization include Communication and Assistive Technology, Specialist Children's Supports, Positive Behaviour Support, Disability Nurse Consultancy and working with people with high and complex needs and the people in their lives to achieve their goals using a capacity building, empowerment approach. The Allied Services and Wellbeing Practitioner is responsible for supporting our customers to achieve their goals in relation to living the life they choose using evidence based practice from within their own discipline and scope of practice. The position will hold a strong understanding of working in a human rights practice framework, transdisciplinary models of support and have excellent and proven clinical skills in their area of practice. The role will ensure customer/family centered practice across the lifespan including strength based practice and understanding of dignity of risk principles and models of empowerment and capacity building. This will include working in areas of specialist knowledge and practice effectiveness to enhance the services we deliver and the implementation of systems to report customer based goals and outcomes based on their referral needs. This position carries portfolios of specialist practice including managing their own clinical case load in area of practice, contributing to overall clinical governance and the delivery services that are strengths-based, person and family-centred and in line with evidence-based practice.

Organisational Overview

Yooralla is a not-for-profit organisation offering high quality support services for people with disability. Established in 1918, Yooralla offers a wide range of services to people with a disability. Yooralla employs over 2000 employees who provide services to people with disability across Victoria.

Vision

A world where people with disability are equal citizens

Mission

To provide quality, sustainable and flexible services that uphold human rights and create opportunities, empowering individuals to live the life they choose

Values

Participant Focused in our service, creative in our solutions

Courageous in speaking up, determined in facing challenges

Authentic in our relationships, honest in our conduct

Accountable in our work, responsible for our actions

Respectful of choices, embracing of diversity

Passionate about our work, driven by our vision

Organisational Accountabilities (applicable to all employees)

Positive Working Relationships

- Demonstrated ability to work as part of, and contribute to, a person centred team.
- Facilitate good working relationships with the community, customers, their families, and carers, and all departments in Yooralla through clear communication and a willingness to work towards positive outcomes.
- Demonstrated ability to initiate and maintain contacts with a broad range of people and community organisations to facilitate customers' access to services, appropriate communication with fellow workers, families and other people involved with the service and in the life of the customer.

Customer Safeguards and Wellbeing

Safeguard and promote the rights and wellbeing of every individual so they are recognised, respected, protected and fulfilled.

In providing quality services, Yooralla staff must comply with

- the Disability Service Standards
- Victorian Charter of Human Rights and Responsibilities Act 2006
- the Principles and Objectives of the Disability Act 2006
- the United Nations Convention of the Rights of Persons with Disabilities 2006
- the Child Safety Standards

Cultural and Linguistic Diversity

Undertake all interactions with customers and co-workers in a culturally sensitive manner.

Occupational Health and Safety

Comply with the requirements of Victorian Occupational Health and Safety (OHS) Act 2004 and related OHS procedures and Safe Operating Procedures developed by Yooralla, including:

1. Work in a manner that considers the health and safety of self and others
2. Report to work fit for duty and not negatively affected by alcohol, drugs, medication or other substances
3. Ensure that all work areas are maintained in a safe condition
4. Complete site induction
5. Identify, report and record all safety hazards, incidents and injuries
6. Participate in OHS training programs
7. Participate in OHS consultation and communication meetings
8. Wear and maintain personal protective equipment and clothing correctly

Quality Assurance and Continuous Improvement

9. Attend meetings, workshops, conferences and training as required.
10. Become familiar with and follow Yooralla's policies, procedures and management instructions.
11. Be open to new ways of doing things that enhance the quality of life of people with disabilities; respond to challenges with innovative ideas and solutions.
12. Strive for and promote a continuous quality improvement culture in the quality system and work practices, and offer strategic advice to improve customer relations.

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Decision Making Authority:

Please refer to the delegation schedule available on the Yooralla Intranet <http://intranet.yooralla.com.au>

Position Specific Responsibilities

Customer Involvement, Clinical Risk Management and Systems

- Manage their clinical case load in their area of identified practice using person/ family centred practice frameworks and evidence informed assessment and interventions across the lifespan. Our practitioners work across a range of disciplines including:

- speech pathology
- physiotherapy
- occupational therapy
- educators
- nursing
- psychology

- Contribute within your discipline to key areas of service provision as determined by role and skillset

Specialist Children's Supports

Providing specialist therapies and interventions for children with developmental delay or disability, recognizing the importance of early intervention in building a child's functional capacity through family centred practice. Working with the child and their family/carers through the early years, and later through school and beyond to ensure seamless transitions through key life stages using individual specialized therapy or a transdisciplinary approach using the Keyworker model.

Communication and Assistive Technology

Enhancing lifestyle and independence by providing information, assessment/ prescription, access and training/program development in relation to communication and assistive technology.

80%

Positive Behaviour Support

Taking a human rights focus develop evidence based strategies that increase the quality of life of the person whilst understanding and responding to their behavior of concern in order to support the person to have their needs understood and met in a Positive Behaviour Support framework.

Disability Nurse Consultancy

The role of our Nurse Educators is to reduce the the impact of a range of health support needs on the day to day engagement of our customers in their activities of daily living. They assist our customers through the training and supervision of the family/support network to respond to the complex care needs of the customer where that care is not the usual responsibility of the Health System.

Therapy

Improving independence with daily living through a range of specialist therapy supports. In addition to the areas above, ASW Practitioners have skill sets in a broad range of areas that assist our customers to live the life they choose. This includes increased daily living skills at home, at school, at work and in the community. Our skilled staff teams can provide home, vehicle and equipment modifications to enhance and optimize engagement. We can provide assessments of movement and mobility, sensory processing, communication, mealtimes and diagnostic services for ASD and ID, in order to inform recommendations and supports.

- Demonstrate positive working relationships with customers/participants, their families, all divisions of Yooralla and the broader sector that enhance quality outcomes for people with a disability.
- Deliver high standards of performance and customer satisfaction that helps to promote the service
- Use practice frameworks that ensure the involvement at each decision making point for customers/participants, families and significant others as applicable
- Provide an ongoing analytical approach to service delivery to achieve sustainable and viable services that facilitate the social, educational and economic participation of children, young people and adults with a disability

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<p>Research and Development Policy and Practice Frameworks</p>	<ul style="list-style-type: none"> • Hold portfolio responsibilities in areas of practice that align with service delivery • Ensure that clinical case load is managed in line with policy and agreed frameworks, contribute to research and development as required and in line with research agenda. • Demonstrate awareness of networks in place both within Yooralla and in the community with key partners, services and organisations that lead to measurable outcomes for people with a disability • Participate on key working groups within Yooralla and/or the sector including supporting the Yooralla Research Agenda where applicable to role and agreed through Annual Performance Review and Learning Plan. 	<p>5%</p>
<p>Workforce Planning, Staff Education and Training</p>	<ul style="list-style-type: none"> • Engage in reflective practice and learning, identify areas of priority for self development and develop/maintain core and specialist skill sets that are based on key growth areas, evidence based program provision, organizational risk management and individual, family and group based service delivery • Support managers by providing information and advice upon request, to ensure your registration board and licensing requirements are met, stay fully informed of your requirement to maintain these obligations including the requirement to track and evidence your continuous professional development 	<p>10%</p>
<p>Practice Supervision, Practice Effectiveness and Clinical Audit</p>	<ul style="list-style-type: none"> • Demonstrate practice effectiveness through direct clinical work and as requested via line management, engage in practice/ clinical supervision to ensure person directed, outcome focused and cost effective allied service and wellbeing supports across the lifespan to people with a disability, through effective utilization of multidisciplinary/transdisciplinary teams and individual service provision • Support pre-entry allied health, nursing and psychology student placements and liaison with Universities as required 	<p>15%</p>

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Selection Criteria

Mandatory Requirements

Current National Police Record Check
International Police Check (if required)
Not listed on Disability Worker Exclusion Scheme register
Current driver's licence to drive in Australia (if required)
AHPRA Registration (Nurses, Physiotherapists, Occupational Therapists, Psychologists)
Speech Pathology Australia Membership (Speech Pathologists)
Victorian Current Working with Children Check
Applicants should be mindful that travel is an expectation of the position

Qualifications

- A relevant Tertiary qualification in a relevant field (mandatory)
- Post Graduate qualification in a relevant area (desirable)

Professional Experience and Key Knowledge Areas

This position requires special knowledge / depth of experience and the ability to undertake additional responsibilities on a limited and as required basis i.e. the supervision of students or staff. The depth of experience should be demonstrated in relevant areas of our core services i.e. Communication and Assistive Technology, Specialist Children's Supports, Positive Behaviour Support, Disability Nurse Consultancy and working with people with high and complex needs and the people in their lives to achieve their goals.

- Exceptional communication skills with proven experience in lifespan services in relevant areas and an ability to work with others
- Demonstrated clinical capability and analytical skills with experience in identifying key clinical risks and evidence of delivery of significant customer outcomes
- Proven ability and experience in successfully managing relationships with key internal and external stakeholders including broader engagement with allied health/ nursing/education sector
- Demonstrated ability to understand sector-wide issues in this area and to inform practice regarding clinical service delivery models and associated practice frameworks

Personal Skills and Attributes

- Excellent interpersonal skills, including verbal and written communication skills and ability to lead and engage people, motivate them and build their capability
- Strong stakeholder relationship management skills and a strong customer focus
- Analytical and problem-solving capability with an ability to effect organisational change to successfully deliver improved customer outcomes
- Commitment to Yooralla's values, mission and strategic direction