

Job Description: Behaviour Support Team Leader

Behaviour Support Practitioners, aligned with Distinct Directions guidelines, must register with NDIS Quality & Safeguards Commission at CORE level. Team Leaders should aim for at least a PROFICIENT level, working towards SPECIALIST or ADVANCED. They are dedicated professionals who enhance the lives of individuals with disabilities and mental health or behavioural challenges using applied behaviour analysis (ABA) principles to foster positive change and well-being.

As a Behaviour Support Practitioner, you serve as a catalyst for transformation, assisting individuals in navigating their unique behavioural challenges. You collaborate closely with a multidisciplinary team, conducting comprehensive assessments to understand the root causes of challenging behaviours. With this insight, you create tailored behaviour support plans that empower individuals to lead more fulfilling lives and achieve their goals.

The Behaviour Support Team Leader holds primary responsibility for optimizing the performance of a team of Behaviour Support Practitioners. This includes meeting billing requirements and upholding the highest care quality standards. In addition to leading the team, the Team Leader is expected to meet their own minimum billable hours and maintain the organization's quality standards. This role is crucial for team efficiency and ensuring exceptional care delivery.

As a Team Leader, you play a vital role in supporting the growth of junior team members and ensuring your team's commitment to client outcomes, including maintaining quality outputs and utilizing internal and external skill development programs. You not only assist clients in achieving their goals but also contribute to the development of emerging Behaviour Specialists. By promoting ethical standards and respecting the dignity of each client and colleague, you contribute to creating a more inclusive and supportive environment where everyone can thrive.

Responsibilities:

- Conduct comprehensive assessments of individuals to identify challenging behaviours and their underlying cause to develop individualised behaviour support plans based on applied behaviour analysis principles.
- Collaborate with families, caregivers, and support teams to implement behaviour support plans effectively and provide training and guidance to stakeholders on recommended strategies.
- Maintain ethical standards and uphold the dignity of individuals in all interactions.
- Review and Quality Assessment of Behaviour Support Planning and Reports
- Review and Audit of client files
- Management and Development of your team of clinicians (~3-5 direct reports)
- Reporting on Outcomes to Management
- Participate in Performance reviews and support your team to provide quality client outcomes.
- Participate in training sessions and professional development opportunities to stay up-to-date with office procedures and industry best practices.

Qualifications:

There are no essential qualifications for this role. However, extensive experience in behaviour support is required. Tertiary education in healthcare, disabilities, allied health and behaviour are highly regarded. In replacement of qualifications, we have designed a list of critical soft skills which are required for the role.



Qualities and Soft Skills:

- **Empathy and Compassion:** Demonstrates genuine concern for patients' well-being, understands their needs, and provides a comforting and supportive atmosphere.
- **Effective Communication:** Articulates information clearly and concisely, both verbally and in writing, to convey recommendations and information to diverse stakeholders.
- **Customer Service Excellence:** Exhibits a friendly and patient-oriented approach, ensuring patients feel valued and respected throughout their interactions.
- **Adaptability:** Easily adjusts to changes in schedule, procedures, or priorities, and maintains a positive attitude in a dynamic and sometimes unpredictable environment.
- **Attention to Detail:** Pays meticulous attention to accuracy in patient information and data management to ensure seamless client flows and effective plan development.
- **Problem-Solving:** Approaches challenges with a proactive and solution-oriented mindset, seeking to resolve issues efficiently and effectively.
- **Professionalism:** Maintains a polished and professional appearance, adheres to ethical standards, and handles sensitive information with discretion.
- **Team Collaboration:** Works cooperatively with colleagues, medical professionals, and support staff to facilitate a harmonious and efficient workplace.
- **Time Management:** Effectively juggles multiple tasks, prioritises responsibilities, and ensures timely completion of administrative duties and patient interactions.
- **Cultural Sensitivity:** Respects and appreciates diverse backgrounds and cultural perspectives when interacting with patients, recognizing the importance of inclusive healthcare practices.
- **Stress Management:** Remains composed under pressure, manages stressful situations with grace, and prevents stress from affecting the quality of patient care.
- **Initiative:** Takes proactive steps to contribute to the practice's success, whether by suggesting improvements, participating in training, or assisting colleagues.
- **Conflict Resolution:** Handles patient concerns or conflicts with diplomacy, aiming to find amicable solutions and maintain positive patient relationships.
- **Positive Attitude:** Fosters a positive work environment by displaying enthusiasm, approachability, and a willingness to learn and adapt.
- **Dependability:** Consistently arrives on time, follows through on tasks, and fulfills commitments to support the smooth operation of the practice.
- **Confidentiality:** Safeguards sensitive patient information and complies with privacy regulations, maintaining the highest standards of confidentiality.
- **Reliability:** Demonstrates a strong work ethic, reliability, and dedication to fulfilling the responsibilities of the receptionist role consistently.
- **Leadership:** Demonstrates the ability to guide, inspire, and influence others to achieve common goals or objectives within a team, organisation, or project.



A Behaviour Support Practitioners success in this role relies not only on technical proficiency but also on these essential qualities and soft skills that contribute to exceptional patient experiences and a harmonious workplace.

There is a requirement to complete mandatory in house training packages and NDIS modules.

Selection Criteria:

Essential

- Registration as a Behaviour Support Practitioner under the NDIS Quality and Safeguards Commission Positive Behaviour Support Capability Framework (minimum level PROFICIENT).
- Demonstrated experience in providing person-centred support with individuals with complex behavioural support needs.
- Demonstrated experience in report writing.
- Knowledge of behaviour assessment and support planning.
- Demonstrated ability to be flexible and use creative problem solving.
- Demonstrated ability to work independently and within multidisciplinary teams across multiple locations.
- Demonstrated strength in utilising Microsoft, databases and similar software.
- NSW driver's license.
- NSW Working With Children Check.
- Relevant National Criminal History Check.
- NDIS Workers Clearance.
- NDIS Worker Orientation Module.
- Meets NDIS vaccination requirements.

Desirable

- Institute of Applied Behaviour Analysis training
- Undergraduate Qualification in Allied Health or related discipline
- Membership of relevant professional body (i.e. AAPI, APS)
- Registration with AHPRA (if relevant to discipline)
- TAFE/VET qualification in disability services, community services or related discipline.

Relationships:

External: Liaising and networking with clients, community welfare agencies including: Department of Community Service; Community Mental Health Centres; Youth Refugees; Juvenile Justice; Family Planning Association; Nominated treating doctors; Headspace; Treating Psychologists; and relevant NGO's.

Internal: The position will report directly to the Clinical Director and will work with a team of enthusiastic clinical and administrative staff across multiple locations.



Dedication to Client Outcomes & KPIs.

We work a 7.6-hour day (standard Full-Time) and dedicate that time to better the quality of life of the people we support.

Some tasks are not able to be billed for but it is expected that the full 7.6 hours of our days are spent working to better the lives of others and at least 5 hours of that time needs to be able to be billed each day so that we can continue to do the work we do.

This position has Key Performance Indicators (KPIs) aligned to it and are a requirement of the position. These will be determined by the line manager.

Performance evaluation will be undertaken prior to completion of any specified probationary period, then annually. Performance appraisal will include but not be limited to the Key Performance Indicators identified for this position.

Performance indicators are kept reasonable and in line with company policy identifying a minimum of 55% billable time to allow adequate space for administration and growth tasks.

In addition to billable hours KPI for this role also includes standardised quality reporting on behaviour support documentation and client stakeholder feedback through surveys.

Salary:

Salary conditions are specified in the Employment Agreement.

Full Time Hours:

38 hours per week (7.6 hours per day)

9am – 5:06pm, Monday to Friday.

This position works with children and vulnerable people and will require a Working With Children Check & NDIS Workers Clearance to be obtained and maintained over the course of employment and a current Police Check.



Additional Role Information

Clinical

- Application of Behavioural Services to individuals across the lifespan including: children; adolescents; adults; and individuals in late adulthood
- Developing understanding of functional behavioural assessment and the development of an analysis of meaning/formulation and ability to develop appropriate Multisystemic Behaviour Support Plans in keeping with NSW and Federal legislation related to people with disabilities and children in care.
- Performing assessments: functional behavioural analysis and risk assessments.
- Identify the function of behaviour, using information obtained from interviews, tests, records, and reference materials
- Develop and implement individual behaviour support plans, specifying type, frequency, intensity and duration of intervention and relevant data collection tools
- Evaluate the effectiveness of interventions in collaboration with each individual and their support networks
- Planning and implementing training or intervention strategies and evaluating outcomes
- Ongoing monitoring, evaluation and modification of interventions including measuring change in behaviour and the individual's quality of life and revising problem formulation and initial intervention
- Refer clients to other treating professionals, institutions, or support services if required
- Observe the professional integrity of the relationship at all times and maintain appropriate records and case notes on clients, whether individual or groups
- Highly responsive to reporting of critical events using NDIS processes, meeting requirements under the National Disability Insurance Scheme (Restrictive Practices and Behaviour Support) Rules 2018
- Have the highest regard for, understand, and communicate to others the limitations of privacy and confidentiality
- Identify issues relevant to delivery of intervention, including ethical, legal, professional, cultural, family factors and service constraints and adapting the intervention approach accordingly
- Maintain all aspects of confidentiality and privacy relevant to professional conduct and legislation.

Collaborative Support

- Establishing professional relationships including forming positive working alliances with colleagues and maintaining professional behaviour
- Negotiating service contracts with clients and/or allied health service providers
- Ensure relationships are developed and fostered with key service providers and other staff in a professional manner
- Liaising and networking with multiple community and government agencies



- Network with government, community and social welfare, mental health and community centres, youth correctional and educational agencies and refer clients as needed
- Ensure ongoing involvement in professional development and out-reach programs to enhance intervention effectiveness for clients.

Operational

Professional Practice Standards

- Consult reference materials such as textbooks, manuals, and journals in order to maintain professional practice
- Actively seek and participate in clinical and operational supervision.
- In relation to ethical standards in the delivery of behavioural services, observing relevant laws and policies that govern practice
- Protect privacy and gain informed consent to share information
- Follow protocols and codes for Child Protection, OHS, DV and Mandatory Reporting
- Maintain confidentiality in all areas of responsibility
- Completion of all documentation to a high professional standard including: case notes, assessments, case formulation and intervention plans, statistics, reports and data entry in a timely manner according to organisational needs and policies and procedures
- Meet required standards as per the Code of Ethics and Code of Conduct set out by the APS & NDIS
- Meet and maintain standards for registration as set out by AHPRA (if relevant)
- Participate as a team member including attendance at team meetings, maintaining policy and procedures and continuing the ongoing professional reputation of Distinct Directions

Professional Development

- Maintain professional competency through on-going professional development activities
- Communicate and inform the general progress of client to the client and to appropriate stakeholders in the client's behaviour support on an on-going basis
- Undertake regular professional supervision individually or with a group

Data Administration

- Daily requirements for data administration to be met including client and financial records
- Maintain accurate client records, including the collection and collation of statistical information in order to forecast individuals' demands for services and allocation of their agreed budgets
- Provide periodic performance and evaluation reports to the Clinical Manager as required
- Streamline procedures for seamless client care within Distinct Directions and with external providers
- As an employee, work in a healthy and safe manner and encourage others to do the same; comply with all warning and safety signage; report or rectify any unsafe conditions; adhere to Distinct Directions Workplace Health and Safety policies and procedures



- Actively maintain knowledge of the application of the NDIS relevant to your job role and ensure information about completed NDIS items is effectively captured for accurate processing of claims

Performance Management

- Provide input into the development of clinical practices, procedures and protocols within the work area
- Participate in quality and service improvement activities to continually improve client care
- Comply with all professional development requirements for maintenance of registration within your profession
- Participate in scheduled performance appraisals; undertake further training and skills development identified for optimum ongoing performance in the job role

Person Specification

Experience

- Experience working with NDIS & the Quality & Safeguards Commission
- Experience in Staff Management and Human Resources Management
- Experience in Executive Management Roles for strategic development
- Experience and Awareness of the Allied Health Practitioner / Clinician working responsibilities.
- Experience managing staff in multiple locations.

Knowledge

- Employment Relations Legislation
- Clinical Best Practice
- Allied Health Regulations and Practices within Australia

Please note that the duties outlined in this position description are not exhaustive, and only an indication of the work of the role. The organisation can direct you to carry out duties which it considers are within your level of skill, competence, training and scope of practice.

