

Job Description: Behaviour Support Officer.

Behaviour Support Officers, following Distinct Directions guidelines, work under supervision while developing skills to gain registration as a Behaviour Support Practitioner with the NDIS Quality & Safeguards Commission. They are dedicated professionals enhancing the lives of individuals with developmental disabilities, mental health, or behavioural challenges through applied behaviour analysis (ABA) principles for positive change and well-being.

As a Behaviour Support Officer, you drive transformation, helping individuals navigate unique behavioural challenges. You collaborate with a multidisciplinary team, conducting comprehensive assessments under experienced Team Leaders and Senior Practitioners' guidance to understand the root causes of challenging behaviours. With this insight, you create individualized behaviour support plans that empower individuals to lead fulfilling lives.

Your role involves advocacy, crisis management, and data-driven decision-making. You assist those with complex behavioural needs and their supporters in achieving positive outcomes and goals. By upholding ethical standards and respecting each individual's dignity, you contribute to a more inclusive and supportive environment for all to thrive.

Responsibilities:

Under the guidance of your supervising clinician;

- Conduct comprehensive assessments of individuals to identify challenging behaviours and their underlying causes.
- Develop individualized behaviour support plans based on applied behaviour analysis principles.
- Collaborate with families, caregivers, and support teams to implement behaviour support plans effectively.
- Provide training and guidance to stakeholders on recommended strategies.
- Collect and analyse data to monitor progress and make necessary plan adjustments.
- Advocate for the rights and needs of individuals with behavioural challenges.
- Offer crisis management and de-escalation support when required.
- Maintain ethical standards and uphold the dignity of individuals in all interactions.
- 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 the disability or healthcare sector is required. 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.

A Behaviour Support Officers 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:

- 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.

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 a Behaviour Support Team Leader 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 66% 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



Anticipated 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
- 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
- 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

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.

