

Job Description: Psychologist.

Following Australian legislated requirements and Distinct Directions guidelines, Psychologists must be registered with AHPRA and be registered with the relevant professional body (ie APS). Distinct Directions Psychologists provide therapeutic intervention for a variety of client presentations through various funding bodies inc. WorkCover, NDIS, Medicare and EAP. This role will provide direct therapy and assessment to clients of Distinct Directions utilising best practice interventions.

As a Psychologist, you drive profound change, guiding individuals through intricate psychological complexities. Collaborating with a diverse team, you conduct in-depth assessments to uncover underlying issues. Utilising this knowledge, you craft personalised treatment plans empowering individuals to live enriching lives and reach their aspirations. Your responsibilities include advocacy, crisis intervention, and evidence-based decision-making. Working with individuals dealing with diverse psychological challenges, you design impactful interventions, fostering positive outcomes and aspirations. Upholding ethical standards and honouring every individual's dignity, you foster an inclusive, supportive environment, enabling everyone to flourish.

Responsibilities:

- Conduct comprehensive assessments of individuals to identify and diagnose emotional, cognitive and behavioural disorders.
- Develop individualised treatment plans based on current best practice.
- Collaborate with families, caregivers, and stakeholder teams to implement strategies effectively.
- Provide training and guidance to stakeholders on recommended strategies.
- Collect and analyse data to monitor progress and make necessary plan adjustments.
- Maintain accurate and confidential client records, documenting treatment plans, progress notes and assessments.
- 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.
- Hold and maintain registration with the NDIS Quality & Safeguards Commission as a Behaviour Support Practitioner at a minimum of CORE level.

Qualifications:

Essential

- 4 year undergraduate degree in Psychology (or equivalent) enabling General Registration as a Psychologist.
- Membership of relevant professional body (i.e. AAPI, APS)
- Registration with AHPRA as a Provisional or General Psychologist



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 Psychologists' 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

- Current registration as a psychologist with AHPRA & relevant governing bodies.
- Demonstrated experience in providing person-centred support with individuals with complex behavioural support needs.
- Demonstrated experience in report writing.
- 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

- Endorsement as a Board Approved Supervisor
- Endorsement in Clinical, Neuropsychology, Forensic, Health or Educational Psychology
- Advanced training in therapy modalities (CBT, DBT, EMDR preferred)

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 Psychology 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 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 Psychological & Behavioural Services to individuals across the lifespan including: children; adolescents; adults; and individuals in late adulthood
- Assessment, Intervention and Prevention including application of evidence-based theory and evaluation of efficacy of psychological treatments or programs guided by professional ethics and standards of practice e.g. cognitive behavioural, psychodynamic, behavioural, family systems, narrative, and solution focused approaches
- Performing assessments including assessments of mental health, functional behavioural analysis, risk assessments and psychometric testing
- Select, administer, score, and interpret psychological tests in order to obtain information on individual's intelligence, achievements, interests and personalities and clinical symptoms
- Identify psychological, emotional, or behavioural issues, and diagnose disorders, using information obtained from interviews, tests, records, and reference materials
- Obtain and study medical, psychological, social and family histories by interviewing individuals, couples, or families, and by reviewing records
- Develop and implement individual treatment plans, specifying type, frequency, intensity and duration of therapy
- Counsel individuals and groups regarding problems such as stress, substance abuse, and family relationships, and address mental health issues such as mood disorders and anxiety disorders in order to modify behaviour and/or improve personal, social and vocational adjustment
- Evaluate the effectiveness of counselling or treatments, and the accuracy and completeness of diagnoses, then modify plans and diagnoses as necessary
- Planning and implementing therapy as well as evaluating outcomes
- Ongoing monitoring, evaluation and modification of interventions including measuring change in behavioural, cognitive and emotional functioning 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 counselling relationship at all times and maintain appropriate records and case notes on clients, whether individual or groups
- 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 therapeutic 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

- Participate in regular relevant professional development, supervision and professional networks to support current quality of practice
- Maintain confidentiality in line with Code of Conduct and comply with all Distinct Directions Pty Ltd Policies and Procedures
- Work as part of a multi-disciplinary team.
- Provide supervision as appropriate to less experienced staff, Aboriginal Health Workers, Allied Health Assistants and students and provide in-service education in areas relevant to psychology service provision as required
- 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 as a Psychologist with the Psychology Board of Australia
- 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
- Actively participate in professional development including continuing education opportunities provided through the organisation and regular clinical and cultural supervision
- Work within the legal and ethical frameworks required by the organisation and the psychology 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.

Approved by: _____
Position Title: _____
Signature: <i>Daniel Jarvis</i> _____
Date: _____

