

Disability Practice Specialist

Success Profile

Your division	Service Delivery
Your team	Quality and Practice Improvement
You report to	Practice Improvement Lead

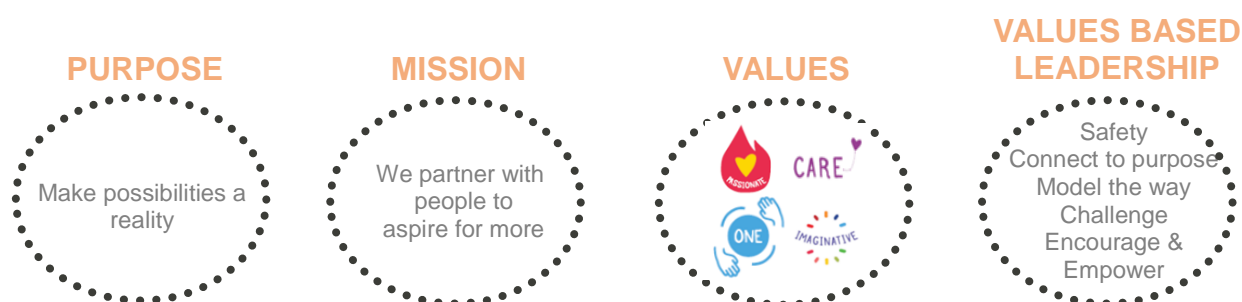
PURPOSE OF YOUR ROLE

As a champion of contemporary Disability Service Provision and Person Centred Practice, this provides hand-on support to Service Delivery leaders, focused on implementing practice improvement initiatives.

Working closely with a particular Service Delivery portfolio (e.g. Work, Home or Community), the Disability Practice Specialist counsels and support leaders with real-time case management advice, decision making and risk profiling. This role partners with Service Delivery Leaders, Customer Safeguarding and other key stakeholders to provide advice on high risk cases and critical incident management.

This role translates theory to practice in the provision of direct and indirect disability supports and considers relevant legislation, guidelines and standards to ensure the highest level of disability practice is achieved and maintained.

ORGANISATIONAL PROFILE



KEY SUCCESS AREAS

SAFETY	<ul style="list-style-type: none"> • Demonstrate safety leadership in every action and decision, recognising good safety practice and taking action to improve safety where necessary • Promote individual wellness through resilience practices • Considers decisions within enterprise risk framework
CUSTOMER CONNECTION	<ul style="list-style-type: none"> • Coordinate continuous customer practice improvement initiatives at all levels of the organisation. • Work collaboratively with peers and leaders across the organisation with the shared aim of providing a holistic customer and employee experience. • Seek out regular feedback from the Service Delivery and People and Culture teams and use customer insights to drive decision making and prioritise actions and activities

	<ul style="list-style-type: none"> • Maintain high level interpersonal and communication skills with members of the Service Delivery teams, customers, guardians and families • Support the achievement of positive customer outcomes • Work with Service Delivery leaders to manage customer complaints • Support the Practice Improvement team and Quality team with implementation of initiatives.
OUR PEOPLE	<ul style="list-style-type: none"> • Role model Endeavour Foundation behaviours at all times • Encourages others to recommend continual improvements processes • Collaborate with peers and leaders to deliver the best outcomes for our customers • Provide best practice advice, support and coaching to Service Delivery leaders • Genuinely commits to personal development and continuous self-improvement, and encourages others to do the same; • Willingness to work within a strong and confident team and contribute to the growth and development of the team and wider organisation • Possess an outgoing and friendly exterior with a focus on providing a positive outlook to accomplish the organisations values. • Strong and effective leadership skills, able to coach and guide people through significant change where there are many competing priorities.
OPERATIONAL EXCELLENCE	<ul style="list-style-type: none"> • Demonstrate an expert level of knowledge of contemporary Disability Service Provision and Practice. • Support and coordinate in the implementation of the NDIS and Quality Safeguarding Framework • Responsible for enacting strategies that influence a positive work-culture which promotes and advocates education, learning, action research and workforce development. • Influence organisational policies, procedures, and processes relating to Disability Service Provision and/or speciality services. • Working closely with a particular Service Delivery portfolio, regarding complex case management and decision support for senior leaders • Play an active role in customer risk profiling and service planning. • Provide case management advice to Service Delivery Leaders on high risk cases and critical incident management. • Working with Service Delivery Leaders, Customer Safeguarding and other key stakeholders to provide advice on high risk cases and critical incident management. • Maintain customer risk identification register within portfolio, with detailed understanding of customer needs • Apply Practice Improvement Methodology (Plan, Do, Study, Act) to Service Delivery challenges and known customer risks. • Coach front-line leaders and the broader EF disability workforce in practice improvement principles in order to build capacity and capability • Utilise data to inform practice improvement priorities • Report on Practice Improvement successes, learnings and implementation of the NDIS and Quality Safeguarding Framework and its implication for strategic and operational planning.
FINANCIAL SUSTAINABILITY	<ul style="list-style-type: none"> • Consider financial impact of decisions and alignment to organisational strategy • Support business activities to improve operational performance and outcomes. • Support Endeavour Foundation's operational viability through the successful management of finances within your role, and continuously identify opportunities to increase efficiencies



WHAT YOU NEED TO SUCCEED

CAPABILITIES	<ul style="list-style-type: none">• Problem solving skills, to identify problems, develop solutions and implement these using a logical and systematic approach.• Knowledge of practice improvement techniques with experience applying these in driving change.• Ability to coach leaders key stakeholders.• Demonstrated high level of verbal and written communication to develop positive relationships and influence stakeholders• Demonstrated high level of capability in implementing practices, processes or projects• A proven team player who develops effective relationships with peers to deliver on business priorities.• A strong business focus, keeping the customer and our people at the centre of what we do to create long term sustainability for the organisation• Interpersonal and communication skills required to effectively manage relationships and deal with issues of a sensitive nature.
SKILLS & QUALIFICATIONS	<ul style="list-style-type: none">• Cert IV in Disability Services (preferred) and/or Health or Allied Health Practitioner (APHRA Registration).
EXPERIENCE	<ul style="list-style-type: none">• Previous experience within Disability, Human Services, Community, Health and/or Aged Care sector/s.• Experience in provision of person centred practice improvements

