

Behaviour Support Advisor

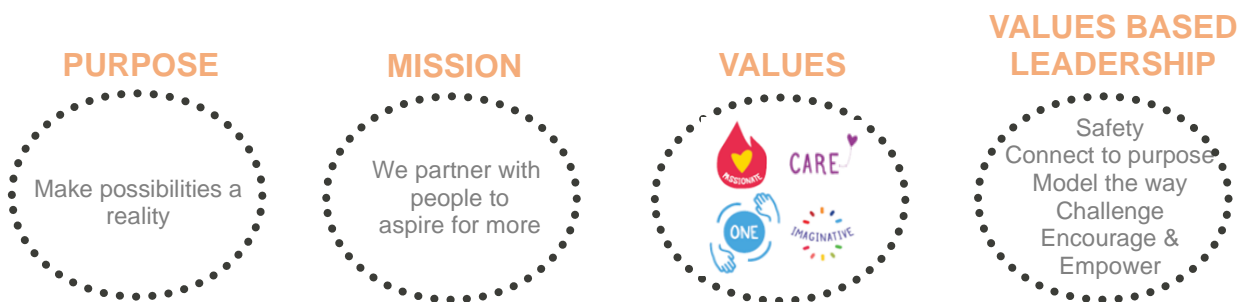
Success Profile

Your division	Service Delivery
Your team	Complex Support Team (part of Quality, Practice and Complex Support)
You report to	Complex Support Lead

PURPOSE OF YOUR ROLE

This role provides expert practice support and advice to the Complex Support Team and frontline staff regarding positive behaviour support provided to clients. This role will possess knowledge of relevant and approved positive behaviour support practices, legislation, guidelines, and frameworks and apply these into the provision of direct and indirect supports to clients to ensure the highest level of disability practice is achieved and maintained. Working closely with other Behaviour Support Advisors within the team, this role also supports the broader Service Delivery teams regarding learning initiatives related to positive behaviour support, contributing toward mandatory restrictive practice reporting obligations as required by the NDIS Quality and Safeguards Commission.

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 • Lead performance of people under a Safety Framework ensuring safety of our people is a priority embracing zero harm and zero tolerance • Promote individual wellness through resilience practices
CUSTOMER CONNECTION	<ul style="list-style-type: none"> • Ensure that Human Rights for our clients are upheld in everything we do, particularly the right to live free from abuse, neglect, and exploitation, and advocating for rights regarding choice and control. • Demonstrate effective stakeholder engagement and influencing skills to deliver efficient client-focused initiatives. • Collaborate with peers and leaders to deliver the best outcomes for our clients. • Understand the challenges of working in a not-for-profit environment and its important role in the community.

	<ul style="list-style-type: none"> • Lead and role model exceptional customer service under the STARS (Situation, Task, Action, Results) model. • Grow our customer base maintaining a strong focus on customer retention and promotion of Endeavour Foundation services.
OUR PEOPLE	<ul style="list-style-type: none"> • Role model and demonstrate professional behaviours aligned with our organisational values • Work collaboratively across the organisation to achieve business goals. • Contribute to a performance- focused culture of success and inspire a sense of purpose within the team. • Assist in coaching front-line staff and leaders and the broader EF disability workforce regarding positive behaviour support in order to build capacity and capability. • Genuinely commit to professional development and continuous improvement processes and encourage others to do the same. • Proactively provide and receive constructive feedback and use these insights to drive decision-making and prioritisation of actions and activities impacting clients. • Demonstrate resilience when challenged by complexity.
OPERATIONAL EXCELLENCE	<ul style="list-style-type: none"> • Provide practice knowledge, advice and support to clients and their families across a range of Endeavour Foundation programs. • Complete all necessary case management reporting and record-keeping for individual clients supported. • Coordinate and complete behaviour assessments of clients in order to determine functions of behaviour and develop appropriate strategies to reduce risk and improve safety. • Utilise a range of individualised and evidence-based approaches, develop resources and tools, provide expert opinion, and be responsive to unique service delivery situations requiring problem-solving and creative solutions to address client behaviour support needs. • Partner with staff to provide case management support to customers and staff using a positive behaviour support approach to all aspects of service delivery. • Develop, implement, and monitor individualised and evidence-based behaviour intervention strategies and processes, always ensuring alignment with the <i>Positive Behaviour Support Capability Framework</i>, organisational PBS practice, and that views of key staff, families and other stakeholders are considered. • Provide training and support to clients, frontline staff, guardians, and other relevant stakeholders regarding positive behaviour support. • Consult and liaise with Allied Health practitioners regarding the provision of practical support to clients and Endeavour Foundation staff. • Contribute to mandatory restrictive practice reporting obligations as required by the NDIS Quality and Safeguards Commission. • Contribute to internal reporting on complex client behaviour within the organisation.
FINANCIAL SUSTAINABILITY	<ul style="list-style-type: none"> • Demonstrate clear decision-making that balances a commercial environment and customer needs • Be a stakeholder as part of the development of business plans aligned to the Quality and Practice Improvement Operational Plan.



WHAT YOU NEED TO SUCCEED

CAPABILITIES	<ul style="list-style-type: none"> • A team player with the ability to develop and maintain effective relationships with key stakeholders. • Ability to work in a busy and fast-paced environment, whilst being flexible and proactive in adapting to a constantly changing service delivery environment. • Proven ability to prioritise workload and multi-task to ensure work commitments are fulfilled in a timely manner with attention to detail. • Ability to apply clear and proficient technology literacy and data analysis skills to ensure business outcomes are achieved. • Ability to break down complex information and develop concise and informative reports. • Personal awareness and self-reflection, understanding of oneself and their impact on others, and willingness to provide and receive feedback to/from peers.
SKILLS & QUALIFICATIONS	<ul style="list-style-type: none"> • Tertiary qualifications (or working towards) in allied health professions such as Behaviour Science / Applied Behaviour Analysis, Psychology, Speech Pathology, Occupational Therapy, Social Work or Social Sciences equivalent experience relevant to the provision of positive behaviour support. • Registration with AHPRA or relevant professional body will be highly regarded. • Demonstrates high level competence in computer applications (e.g.: Microsoft Office suite of programs) relevant to the role, to ensure work is completed in a professional, accurate and timely manner.
EXPERIENCE	<ul style="list-style-type: none"> • Previous experience within Disability, Human Services, Community, Health and/or Aged Care sector/s. • Demonstrated experience in the delivery of behaviour support services to individuals with disabilities who display complex support needs. • Minimum of 3 years' experience working in the field of positive behaviour support. • Sound understanding of the National Disability Insurance Scheme (Restrictive Practices and Behaviour Support) Rules 2018. • Knowledge of case management practice within a multidisciplinary team. • Demonstrated knowledge of NDIS standards and practices to ensure an organisation meets its legislative and reporting responsibilities. • Knowledge of relevant governance and compliance requirements as they relate to a large and complex business environment. • Previous experience with reporting to Government or regulatory bodies.

