

Position details

Position:	Practice Support Officer		
Award:	Social, Community, Home Care and Disability Services Industry Award 2010		
Fixed/Continuing:	Fixed/Continuing	Probation period:	6 months
Level:	4:1	Direct reports :	0
Reports to:	Practice Leader	Work base:	Mount Barker
Context:	<p>HCO is committed to ensuring that the values of the association are upheld through the provision of a professional, client centred service by:</p> <ul style="list-style-type: none"> • Valuing the uniqueness of the individual • Promotion of community inclusion • Promotion of social equality, encompassing the following principles • Provision of a continuous learning environment for all 		
Position objectives:	<ul style="list-style-type: none"> • To ensure that practice standards remain high and that services are delivered appropriately to clients • To ensure delivery of a person-centred service for clients through partnership and effective liaison with key stakeholders • To support the Practice Leader in accurate, efficient reporting as per regulatory requirements 		
Key responsibilities:	<ul style="list-style-type: none"> • Weekly Reporting • Collation, research and monitoring of data and report preparation • Maintain accurate registers • Restrictive Practices investigation • Data entry URP – Initial and 5 Day • Facilitate Restrictive Practices Training • Liaison with internal and external stakeholders • Plan matching to URP's 		
Key working relationships:	Internal	<ul style="list-style-type: none"> • Management/ Leadership Team • Co-ordinators • Team Leaders • Staff 	
	External	<ul style="list-style-type: none"> • Clients and families • Funding Bodies • Suppliers 	
Special conditions:	<ul style="list-style-type: none"> • Valid DHS screening and background checks to be held at all times • A current SA driver's license 		

Key result areas

Result area 1:

- Assist HCO meet its regulatory obligations under the NDIS Quality and Safeguards Commission and the NDIS Practise Standards

Result area 2:

- To support HCO's Client Services team to deliver high quality client centred support services

Core capabilities

Communication

- High level of communication skills written and verbal.
- Keeps accurate and complete records in accordance with HCO's policies and procedures
- Communicates in a manner that is consistent with HCO values

Service Improvement

- Provide ideas for improvement and constructive input into change initiatives
- Regularly review own work practices to identify areas for improvement
- Take personal responsibility to resolve enquiries, requests or complaints in accordance with HCO's policies and procedures

Flexibility and Adaptability

- Adapt positively to changes in the environment and work demands
- Demonstrate flexibility in thinking.
- Show flexibility in coping with multiple and changing priorities

Team Working

- Develop and maintain productive relationships with peers, and organisational teams
- Attend and actively participate in team meetings, sharing ideas and contributing to discussions
- Recognise the differing contributions of others in the team

Work Health & Safety

- Comply with legislation and HCO's WHS policies, procedures and practices to maintain the health and safety of yourself and others
- Participate in WHS related training, safety briefings and updates as required

Financial

- Adhere to all financial processes and polices

Key outcomes

- Maintaining positive relationships with key stakeholders
- Implement and monitor a quality Client Service framework and model
- Evidence of continuous improvement across the Client Services department Dot points

Selection criteria

Essential

Qualifications:

- Minimum Certificate 4 in Disability Studies, Social Science or equivalent and significant sector experience

Experience:

- Experience contributing to the high performance and functioning of a team within the Community Services Sector
- Demonstrated capacity to work with persons living with a disability and their families, carers and networks to develop and maintain valued and active community participation
- Experience of working under pressure and achieving desired outcomes within agreed time frames
- High level of Computer Skills, attention to detail and proficiency in the use of Microsoft Program suite
- Experience with Client Risk Assessments
- Experience operating within Quality frameworks
- Experience in developing and supporting others to develop Client Support Plans

Knowledge:

- Informed current knowledge of the Quality and Safeguard Commission, Restrictive Practise, Reportable incidents and the relevant regulatory environment
- Understanding of PBSP

Desirable

Experience:

- Tertiary Education in Disability Studies, Social Science or equivalent and significant sector experience
- In developing and delivering training programs

Approval

CEO

Sue Horsnell

Date: 30/07/2020

Review Date: 30/07/2022

Position:

Chief Executive Officer

Award:

Social, Community, Home Care and Disability Services industry Award 2010