



**Our Vision**  
People living well  
**Our Values**

We care – We work together – We achieve – We learn – We innovate

## Position Description

<b>Name:</b>		<b>Date:</b>	
<b>Position Title:</b>	Behaviour Support Practitioner		
<b>Reporting to:</b>	Community Inclusion Program Manager		
<b>Direct Reports:</b>	Nil		
<b>Budgetary Responsibilities</b>	Nil		
<b>Liases with Internally</b>	GH staff, including: <ul style="list-style-type: none"> <li>• Community Inclusion program members, including Team Leader, Support Coordinators, Program Officers, Disability Support Workers and others</li> <li>• Finance, Health Informatics, IT, Quality, Risk/Compliance and People &amp; Culture roles</li> <li>• Rural Health Team</li> <li>• Reception and Medical Practice staff</li> </ul>		
<b>Liases with Externally</b>	Participants, families and carers National Disability Insurance Agency NDIS Local Area Coordinators NDIS Support Coordinators Disability Support Workers NDIS Providers NDIS Quality and Safeguards Commission Office of the Senior Practitioner, Victoria Restrictive Practices Authorisation System, NSW Schools, workplaces or other mainstream/community organisations		
<b>Position Context</b>	<p>Gateway Health is excited to offer an opportunity for a dynamic, experienced and passionate Behaviour Support Practitioner to help us meet significant need for this service in our local community.</p> <p>The Behaviour Support Practitioner will work with adults and children with a range of needs including intellectual disabilities, communication difficulties, mental health issues, behaviours of concern and complex care needs.</p> <p>You will undertake functional behaviour assessment; development of positive behaviour support plans; training and support of families, teachers, disability support workers or others; participation in care team meetings; and delivery of individualised support to participants.</p> <p>You will work as part of a skilled and committed team who work effectively together with participants and each other to help people to achieve their best life.</p>		
<b>Organisation Context</b>	<p>Gateway Health is a not-for-profit Company limited by guarantee and a registered Community Health Service under the Health Services Act 1988 (Vic).</p> <p><b>Vision:</b> People living well</p> <p><b>Our Mission:</b> Gateway Health provides primary health care &amp; support to all in our community &amp; focuses on providing services to those with the highest risk of poor health.</p> <p><b>Our Values:</b> We care – We work together – We achieve – We learn – We Innovate</p>		

	<p>These five values reflect the way we interact with consumers, our approach to service delivery &amp; how we look after each other. Gateway Health strives for an achievement culture that encourages innovation &amp; initiative. We build &amp; foster strengths-based programs that focus on support &amp; recovery. Our staff are our greatest asset.</p> <p>The organisation employs over 380 staff providing a range of primary health and welfare services across the Ovens Murray region in North East Victoria and parts of Southern New South Wales.</p> <p>Services are focused on the provision of primary health and welfare services to people at highest risk of poor health outcomes, and are delivered through a mix of centre-based services in Wodonga, Wangaratta and Myrtleford, and outreach services to rural communities across the region.</p> <p>Gateway Health is committed to creating a workforce that reflects the communities we serve. We believe that a workforce that recognises and celebrates diversity will best meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people with a disability; lesbian, gay, bisexual, transgender and gender diverse people; inter sex people; people experiencing health inequalities; and culturally and linguistically diverse people.</p> <p><b>Review of Position Descriptions:</b></p> <p>This position description will be reviewed annually (July each year), during annual appraisals, when the position becomes vacant or as deemed necessary.</p>
<p><b>Code of Conduct</b></p>	<p>Employees are expected to, at all times:</p> <ul style="list-style-type: none"> <li>• Maintain a high professional standard and work with integrity</li> <li>• Develop a collaborative working relationship</li> <li>• Communicate with respect and tolerance</li> <li>• Maintain a client focus</li> <li>• Adopt a Continuous Quality Improvement approach</li> <li>• Work within legislative and compliance framework</li> </ul> <p>Adhere to the Gateway Health Code of Conduct including the Child Safe Procedures</p>
<p><b>Best Practice</b> <i>(Knowledge &amp; application of skills required for this position. Knowledge &amp; understanding of equipment, legislation, policies &amp; procedures)</i></p>	
<p><b>Key Responsibilities</b></p>	<p><b>Agreed Achievements</b></p>
<ul style="list-style-type: none"> <li>• Undertake comprehensive functional behaviour assessments with adults and children as per their NDIS plan, and document assessment findings and recommendations using the prescribed reporting format</li> <li>• Develop and deliver high quality, professional and culturally appropriate behaviour support services to adults and children with a range of identified behaviour support needs</li> <li>• Design, document and deliver effective behaviour support plans and interventions that are evidence-based, client-centred and meet the needs of the participant</li> <li>• Assist participants, families and carers, staff and others to understand and adjust attitudes, expectations and behaviour</li> <li>• Submit behaviour support plans to appropriate state and commonwealth approval authorities using the</li> </ul>	<ul style="list-style-type: none"> <li>• All functional assessments and behaviour support plans are completed within prescribed timeframes</li> <li>• All assessments and behaviour support plans are accurate, comprehensive and based on best practice</li> <li>• All behaviour support plans are submitted to the relevant approval authority in the required format and within required timeframes</li> </ul>

<p>required process, and within required timeframes</p> <ul style="list-style-type: none"> <li>• Provide training, advice and support to families, carers and workers involved in the communication and/or implementation of behaviour support plans</li> <li>• Provide training and support to staff, teachers, parents and families in interventions and strategies developed for participants, including; behaviour support plans, therapeutic interventions, restricted practices, risk and safety plans</li> <li>• Monitor progress and outcomes of behaviour support plans; providing appropriate updates and/or proactively modifying plans as required</li> <li>• Provide expert advice and consultation on behaviour support and use of restrictive practices as requested</li> <li>• Work as part of a multi-disciplinary team, providing specialist behavioural support advice to participants, families/representatives and workers within the boundaries of documented consent, ensuring all parties are clear as to expectations and anticipated outcomes</li> <li>• Assist with the development or review of forms and processes relevant to behaviour support and restrictive interventions across the agency, as required</li> <li>• Assist with gathering and analysis of relevant data and information for reporting, incident or complaint management, accreditation and quality improvement activities</li> </ul>	
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**Research, Leadership and Education**

*(Demonstrated experience and understanding of the need for continuation of personal & professional development)*

<b>Key Responsibilities</b>	<b>Agreed Achievements</b>
<ul style="list-style-type: none"> <li>• Undertake all mandatory training as required by the organisation</li> <li>• Continually develop both personally and professionally to meet the changing needs of your position, career and organisation</li> <li>• Have a sound knowledge of relevant organisational policies and procedures as well as program work practices</li> <li>• Attend all relevant training sessions provided by the organisation and be actively involved in other training and development as required</li> <li>• Actively participate in the organisation's Performance Management System</li> </ul>	<ul style="list-style-type: none"> <li>• 100% compliance within all agency mandatory training</li> <li>• Maintain professional development as required</li> <li>• Actively participate in clinical supervision and reflective practice</li> <li>• Develop and implement a self-care plan</li> <li>• Actively participate in 1:1 line management support, and annual Performance Appraisal</li> </ul>

**Team, Culture Building and Communication**

*(Communication & interpersonal skills including liaising with internal & external stakeholders)*

<b>Key Responsibilities</b>	<b>Agreed Achievements</b>
<ul style="list-style-type: none"> <li>• Participate in all Community Inclusion Program meetings, agency meetings and events</li> </ul>	<ul style="list-style-type: none"> <li>• 100% attendance to program/team meetings and agency meetings</li> <li>• Active participation in all program/team meetings,</li> </ul>

<ul style="list-style-type: none"> <li>• Work harmoniously with all members of the Community Inclusion Program and other Gateway Health staff to ensure that a quality service is provided to our clients</li> <li>• Demonstrate effective communication skills (both verbal &amp; written) in dealing with clients, families, staff, visitors and other stakeholders</li> <li>• Demonstrate culturally competent interactions with Aboriginal people. Gateway Health requires all staff to provide a holistic and inclusive approach to the health needs and rights of Aboriginal people.</li> <li>• Demonstrate sensitivity, empathy and respect for the diversity of customs, values and spiritual beliefs of others at all times – members of the community, clients and colleagues.</li> <li>• Act in a professional manner at all times when dealing with internal &amp; external clients.</li> <li>• Positively promote Gateway Health, the Community Inclusion Program and the NDIS both internally &amp; externally</li> <li>• Maintain confidentiality on all issues relating to the organisation, the clients &amp; fellow colleagues</li> <li>• Treat all clients with respect whilst being responsive to their needs and promoting client choice and control</li> <li>• Be aware of, and practice according to, the organisation's objectives and values</li> </ul>	<p>working groups and other activities</p> <ul style="list-style-type: none"> <li>• Documentation and other written communication is clear, factual, professional and appropriate to the audience</li> <li>• Undertake cultural safety and diversity training as required</li> </ul>
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**Clinical and Administrative Systems**

*(Org processes, admin & documentation requirements, professionalism & timely reporting)*

<b>Key Responsibilities</b>	<b>Agreed Achievements</b>
<ul style="list-style-type: none"> <li>• Create timely, professional and appropriate clinical records and reports, and ensure plans are reviewed and evaluated in line with the NDIS quality standards and Gateway Health requirements</li> <li>• Assist with the development, implementation and maintenance of policies, procedures and work practices that support the efficient operation of the Community Inclusion Program</li> <li>• Ensure that all documentation is accurate and completed in a professional and timely manner, and support other staff to maintain accurate records and data</li> <li>• Ensure accurate recording of participant information, documents, hours, activities and travel in the SupportAbility database to facilitate billing within required timeframes</li> <li>• Produce accurate and timely reports as required by Gateway Health and the National Disability</li> </ul>	<ul style="list-style-type: none"> <li>• Documentation and other written communication is clear, factual, professional and appropriate to the audience</li> <li>• Reports are provided in an accurate and timely manner, as requested</li> <li>• All service delivery information recorded in SupportAbility is accurate, comprehensive and timely</li> </ul>

Insurance Agency (NDIA)	
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**Quality, Safety and Compliance**  
*(commitment to ensuring quality services are delivered to both internal and external clients through continuous improvement)*

Key Responsibilities	Agreed Achievements
<ul style="list-style-type: none"> <li>• Provide and update Working with Children(s), Disability Workers Exclusion scheme and Police Checks and immediately report any changes to their status to Gateway Health</li> <li>• Ensure an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines</li> <li>• Comply with OH&amp;S and other relevant legislation and ensure a safe working environment for yourself, your colleagues and members of the public</li> <li>• Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the Gateway Health workforce</li> <li>• Contribute to organisational quality and safety initiatives</li> <li>• Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public</li> <li>• Comply with requirements of the National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements</li> </ul>	<ul style="list-style-type: none"> <li>• 100% attendance at 1:1 line management meetings as scheduled</li> <li>• Risk assessments and incident reports are completed in an accurate and timely manner as required</li> </ul>

**Qualifications, Skills and Other Requirements**

Key Responsibilities	Agreed Achievements
<ul style="list-style-type: none"> <li>• Meet and ensure ongoing ability to meet suitability to deliver Positive Behaviour Support according to the NDIS Positive Behaviour Support Capability Framework</li> <li>• Maintain ongoing registration as a Behaviour Support Practitioner with the NDIS Quality and Safeguards Commission</li> <li>• Maintain registration with appropriate professional body as required (eg APA, AHPRA)</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing suitability to deliver Positive Behaviour Support under the Capability Framework maintained</li> <li>• Ongoing registration as a Behaviour Support Practitioner maintained</li> <li>• Professional registration maintained</li> </ul>

**Key Selection Criteria**  
*Applicants MUST address the Selection Criteria below when completing an employment application*

**Essential**

1. Ability and willingness to behave in accordance to the Gateway Health Values of *We Care, We work together, We achieve, We learn, We innovate.*
2. Tertiary qualification in a relevant human services discipline (eg Psychology, Occupational Therapy, Speech Pathology, Social Work, Nursing, etc), and substantial experience working with people with disabilities
3. Demonstrated knowledge and experience in the development and delivery of high-quality behavioural support services to adults and/or children with disabilities and complex support needs (eg co-occurring mental health

diagnosis or health needs, trauma, involvement with the criminal justice system, homelessness, etc)

4. Demonstrated understanding of and experience working in positive behaviour support approaches, including the use of authorised restrictive practices
5. High level communication skills, including; the ability to form therapeutic relationships, undertake effective assessments and interventions, empathise with participants and families, deliver training, mentoring and consultation, participate effectively in team care situations, and effectively use advocacy, negotiation, influencing and conflict resolution
6. Excellent skills in assessment and planning, including the development of accurate, comprehensive and timely reports and other documentation
7. Experience in working in a multi-disciplinary team environment, as well as the ability to work independently
8. Demonstrated understanding of and experience in the NDIS, including; billing, clinical and other documentation, registration and quality standards
9. Current Australian Drivers Licence or accepted International Drivers licence
10. Satisfactory National/International Police, Disability Worker Exclusion Scheme and Victorian and NSW Working with Children Checks must be provided prior to commencement

#### **Desirable**

11. Training or experience in Applied Behaviour Analysis or similar approach
12. Experience working in a culturally sensitive manner with Aboriginal and/or Torres Strait Islander people, and/or a willingness to train and work utilising culturally appropriate approaches

### **Inherent Requirements**

Gateway Health has a duty of care to all staff. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the position (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others. The position may require the following tasks among other things:

- Manual handling (pushing, pulling, lifting, holding, carrying)
- Sitting, standing, bending, reaching
- Computer work, data entry
- Operating equipment
- Use of personal protective equipment
- General waste handling
- Driving motor vehicles
- Dealing with anxious or upset staff, consumers or members of the public
- Dealing with people who may have behaviours of concern
- Work at other locations may be required

### **Award and Conditions**

- Salary and Award based on qualifications and experience, plus 9.5% superannuation. Salary packaging is available as per agency policy
- Ongoing full-time role (part-time or job-share available)
- Position based at Wodonga or Wangaratta with the occasional need to travel to other locations. Working from home arrangements may be negotiated
- Laptop, mobile phone and access to fleet vehicle for work purposes all provided
- Initial 6 month probationary review and then annual performance appraisal

## **Performance Monitoring**

An initial review of performance will be undertaken within six (6) months and then formally reviewed every 12 months based upon this position description.

<b>Last Appraisal Date</b>	
<b>Next Appraisal Date</b>	

I acknowledge:

- That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- That Gateway Health has a zero tolerance of child abuse and all allegations and safety concerns will be treated very seriously. For more information refer to Gateways Health's Child Safety Standards procedure.
- That I have read and fully understand the Position Description and Inherent Requirements of the position
- I agree that I have the physical and psychological ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- Gateway Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected staff member(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

**Accepted by:** \_\_\_\_\_

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Print Name:** \_\_\_\_\_