

Practice Lead Disability/Behavioural Support

This position is within Disability.

- Position**
- This position reports to the Director, Disability Operations
 - Reporting line may vary depending on location and service size
 - This position does not have any direct reports This position may have direct reports, positions vary
 - This position has the following direct reports:
- This position is designated Band 5 under the *Schedule of Authorities and Delegations*
- This position is a budget holder This position has designated revenue targets
 - This position is an Aboriginal & Torres Strait Islander identified position
 - This position does require a working with children related clearance

Purpose The purpose of this position is to lead, influence and support the implementation of evidence based practice and service delivery, strengthen practice capabilities, and assist with complex client matters to enable The Benevolent Society to deliver the highest quality services to clients.

To achieve this purpose, the position holder would typically

- Focus**
- Provide strong, clear and focused practice leadership to the team by integrating evidence based practice to achieve our vision, values and strategic goals.
 - Effectively contribute to the leadership of the area management structure through collaboration with managers and head office to ensure a whole of business approach to excellent service delivery.
 - Build and maintain a practice based, community and industry profile for the organisation.
 - In collaboration with other Managers, , Director, Practice, Senior Evaluation Officers and senior clinicians, develop evidence based approaches to achieving quality in service delivery.
 - Drive the implementation of practice frameworks and models and supporting evidence based approaches across the area management structure.
 - Develop and implement operational support materials to promote consistency of quality practice.
 - Support the management team with the development, implementation and evaluation of policies and procedures relating to practice implementation and service delivery.
 - Coach, mentor and provide on the job support to managers, team leaders and senior clinicians to build practice capability, understanding of practice frameworks, promote a client centred approach, and support employees to better understand the links between frameworks and improved client outcomes.
 - In collaboration with the Director, Disability Operations, inform and support the development of organisation wide initiatives to measure and improve client outcomes and satisfaction.
 - In collaboration with learning & development, scope and plan future development requirements and initiatives that design and build practice capability across the organisation.
 - Support the creation, implementation and evaluation of competency requirements to meet, and then exceed, standards of service excellence.
 - Design, deliver and evaluate learning programs and on the job learning opportunities in alignment with service and employee needs.
 - Inform the ongoing evaluation and review of the practice framework, models tools, and processes to meet the changing needs of clients and the operating environment.

- Work with the Directors service managers to evaluate service practice and delivery and documentation to support service delivery and ensure regulatory and program compliance, to identify practice gaps and opportunities to improve practices.
- Support and promote opportunities for peer review and support Communities of Practice to promote professional practice and share best practice and service improvements
- This position operates within the context of a billable hours framework within the NDIS
- There is a requirement for mobile working in this position to reflect client needs and the operations of TBS.

When things are going well we would expect to see these outcomes:

- Outcomes**
- Staff understand and are committed to achieving strong customer service, best practice, and service quality outcomes
 - Staff understand and are confident implementing practice frameworks and supporting interventions and understand linkages to improved outcomes
 - Service and quality targets are met and exceeded where possible
 - Services are recognised within the sector for expert practice that delivers positive outcomes for children and families.

We work collaboratively with others, however this position works close closely with:

Relationships

Within The Benevolent Society:

- Other Managers
- Director, Operations
- Team Leaders
- Learning & Development team
- Other employees

Outside The Benevolent Society:

- Our clients and communities
- Referral Agencies
- Community Partners
- Service system stakeholders

To achieve the position purpose and outcomes the position holder will need to have:

Individual

- Degree level qualifications in human services
- A Certificate IV in Training & Education would support success
- Minimum five years practice experience in a senior position, including providing high level clinical guidance and support
- Comprehensive knowledge of the sector, including legislation and accreditation processes
- Experience evaluating practice and finding practical solutions to build understanding and capability
- Experience working with individuals and groups to facilitate the reflection, sharing and opportunity to discuss best practice initiatives
- Ability to translate research into practice
- Ability to coach and mentor employees to build capability, adapting their approach to meet the needs and understanding of the individual
- Ability to build strong working relationships based on trust and collaboration across all levels of the organisation
- Ability to work in a matrix reporting environment
- Ability to create networks both within and without the organisation

Travel	This position may require some flexibility in terms of travel or hours of work:		
	<input checked="" type="checkbox"/>	Overnight travel/stays may be required	
	<input checked="" type="checkbox"/>	Some weekend work may be required	
	<input checked="" type="checkbox"/>	Some evening work may be required	
	<input checked="" type="checkbox"/>	Travel between office locations/regions may be required	
	<input checked="" type="checkbox"/>	Travel to consumers (varied locations) may be required	
	<input checked="" type="checkbox"/>	Use of own registered, insured motor vehicle for business purposes may be required	
	<input checked="" type="checkbox"/>	Use of TBS pool cars may be required	
All of us might need to travel occasionally to attend learning opportunities, meetings or other key events.			

Context	Those with knowledge of this position say the things that might make your day are:		
	•	Seeing employees develop and improve their practice to achieve better client outcomes	
	•	Having clients value The Benevolent Society services because they are seen as services of excellence.	
	•	Supporting staff to develop and use professional judgment in their work.	
	•	Being part of a proactive and high performing area management team	
	Those with knowledge of this position say some key challenges you might experience are:		
	•	Managing stakeholder expectations within available resources	
•	Working with diverse and geographically dispersed teams and finding solutions that meet their needs		
•	Managing your own time in an environment with competing priorities		
•	Working within a matrix structure where collaborative relationships are paramount without direct lines of reporting		
•	Pace and scope of change within sector generally		

Approvals	Approver	Director, Human Resources	Date: 6 May 2019	Position Code:: DS016
	Review history	V2.0 Release		
	Advertising	This Position Profile is not intended as an exhaustive description of the position, accountabilities or associated duties. The Benevolent Society may alter or adjust this Position Profile at any time.		