



# Position Description

## Provisional Psychologist (counsellor & assessor)

<b>Job family</b>	Specialist and Professional Services (SPS)
<b>Workforce capability framework level</b>	SPS 7
<b>Reporting to</b>	Michelle Button
<b>Directly supervising</b>	Nil
<b>Date prepared</b>	7 February 2018

### Position purpose

To ensure Learning Links' psychology services are delivered in way that:

- provides high quality, evidence based therapeutic and assessment services at our service centres and in schools;
- contributes to breaking the cycle of disadvantage for children with learning difficulties; and is consistent with and supportive of strategic and operational plans, policies and procedures.

More specifically:

- Actively participate in regular supervision and professional development to support delivery of quality services and to meet AHPRA guidelines;
- Conduct a variety of psychology assessments and planning for evidence-based interventions;
- Collaborate with and support school communities through consultation and professional learning;
- Work as part of a multidisciplinary team of Speech Pathologists, Educators and Occupational Therapists;
- Provide great customer service and build positive customer relationships through effective communication; and
- Achieve individual and team KPIs to support Learning Links' strategy for growth.

Document Control	
Completed by: Michelle Button	Date: 8/2/18
Reviewed by: Simone Montgomery	Date: 8/2/18

Employee sign off and acceptance
I have read, understand, and accept the expectations of the Provisional Psychologist role.

Employee:	Signature:	Date:
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*The statements within this PD are intended to describe the general nature and level of the work being performed. This is not an exhaustive list of all duties and responsibilities associated with the position. Management reserves the right to amend and change responsibilities to meet business and organisational needs as necessary.*

**Please print this page only, sign your acceptance, and return this page only to Human Resources at Learning Links**

## Strategic core requirements

Key responsibility areas	Capability requirements	Key performance measures
<b>Sector and organisation purpose and values (Level 7)</b>	<ul style="list-style-type: none"> <li>• General knowledge of human rights based approaches relevant to Learning Links.</li> <li>• Understands the role, vision, mission and values of Learning Links and the services offered.</li> <li>• Understands the strategic direction under which Learning Links operates.</li> <li>• Working knowledge of Learning Links' infrastructure.</li> <li>• Aligns with Allied Health sector approaches and values.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of mission and strategic priorities of Learning Links.</li> <li>• Behaves consistently in line with Learning Links' values, policy and procedure.</li> <li>• Applies organisation, sector and industry knowledge to everyday work.</li> </ul>
<b>Leadership and teamwork (Level 7)</b>	<ul style="list-style-type: none"> <li>• Supports other team members by sharing knowledge, expertise and information.</li> <li>• Participates in professional team meetings.</li> <li>• Able to work with other teams, schools and/or service providers.</li> <li>• Plans and schedules own work.</li> <li>• Monitors progress against work plans and required outcomes and takes appropriate corrective action.</li> </ul>	<ul style="list-style-type: none"> <li>• Engages in professional and team activities regularly.</li> <li>• Achieves individual KPI's, contributing to team performance.</li> </ul>
<b>Communication (Level 7)</b>	<ul style="list-style-type: none"> <li>• Able to communicate and work effectively with other professionals and disciplines and administrative staff.</li> <li>• Has effective listening skills and seeks, provides and shares information in an appropriate and respectful manner.</li> <li>• Uses positive engaging techniques and adapts own communication style to needs of other person.</li> <li>• Prepares and contributes to individual and team based reports and communications.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrates productive working relationships with both internal and external customers.</li> <li>• Conducts oral and written communications consistent with Learning Links' values and procedures.</li> </ul>

<b>Customer relationships</b>  <b>(Level 7)</b>	<ul style="list-style-type: none"> <li>• Maintains regular communication with both internal and external customers.</li> <li>• Uses professional competence to perform relevant professional work supporting customers with problem solving and decision making about their needs and expectations.</li> <li>• Works with experienced staff on more sensitive or serious matters. Develops working relationships with other work areas to assist in customer service.</li> <li>• Understands diversity and confidentiality requirements.</li> </ul>	<ul style="list-style-type: none"> <li>• Applies Learning Links' policy and procedure correctly on customer matters.</li> <li>• Plans, documents and reports regularly on appropriate and agreed customer interaction and relationship activities.</li> <li>• Applies problem solving and conflict resolution skills effectively.</li> <li>• Seeks advise and support from the Manager where appropriate.</li> </ul>
<b>Personal accountability</b>  <b>(Level 7)</b>	<ul style="list-style-type: none"> <li>• Ensures adherence to organisation policies &amp; procedures and all relevant government legislation and relevant standards and where to find necessary information.</li> <li>• Contributes to health, safety and wellbeing and to an effective workplace.</li> <li>• Ensures appropriate use of resources.</li> <li>• Develops the capability to promote service offerings.</li> <li>• Adopts a professional approach to personal accountability.</li> </ul>	<ul style="list-style-type: none"> <li>• Complies with safe work practices for self and team members, including adopting a proactive approach to risks and hazard control and minimisation.</li> <li>• Uses appropriate judgement in relation to allocation and use of resources.</li> <li>• Display reliability and integrity in responding to and liaising with internal and external customers about their needs and requirements.</li> </ul>
<b>Innovation</b>  <b>(Level 7)</b>	<ul style="list-style-type: none"> <li>• Develops understanding of the Learning Links' expertise and market position.</li> <li>• Identifies opportunities for innovation.</li> <li>• Takes personal responsibility for continuous improvement and quality in own work.</li> <li>• Solves most problems in own work and participates in wider problem identification and resolution tasks.</li> </ul>	<ul style="list-style-type: none"> <li>• Makes recommendations and assists in the development of new practices based on experience and contact with internal and external customers.</li> <li>• Adopt a continuous improvement approach to the delivery of services and programs.</li> </ul>
<b>Experience and qualifications</b>  <b>(Level 7)</b>	<ul style="list-style-type: none"> <li>• A relevant psychology tertiary qualification (4 year equivalent).</li> <li>• Completing registration with AHPRA (Psychology Board of Australia)</li> <li>• Undertakes regular professional development to build skills.</li> </ul>	<ul style="list-style-type: none"> <li>• Qualification achieved and undertaking registration.</li> <li>• Shows commitment to ongoing professional development.</li> </ul>

## Functional requirements

Key responsibility areas	Capability requirements	Key performance measures
Person centred knowledge and application (Level 7)	<ul style="list-style-type: none"> <li>Develops understanding of the principles and processes of collaborating with individuals to identify needs and goals and of developing appropriate plans.</li> </ul>	<ul style="list-style-type: none"> <li>Observes and follows guidance on clinical practice provided by experienced staff.</li> </ul>
Service delivery (Level 7)	<ul style="list-style-type: none"> <li>Delivers services using a professional understanding of specific areas of assessments, evidence-based interventions and wellbeing issues.</li> <li>Reflects on practice and performance; responds to feedback from more experienced staff.</li> <li>With necessary guidance, appropriately refer customers</li> </ul>	<ul style="list-style-type: none"> <li>Implements agreed practices and activities consistent with the Learning Links' values and objectives.</li> <li>Achieves good quality and quantity in service delivery consistent with individual and team KPIs.</li> <li>Appropriately escalates issues or situations to the Manager, providing information on status and actions taken.</li> </ul>
Service outcomes, development and evaluation (Level 7)	<ul style="list-style-type: none"> <li>Learns to utilise specific tools to measure progress and undertakes assessments of the individual outcomes gained and the effectiveness of service delivery.</li> <li>Works under professional guidance in relation to service development, review and evaluation projects involving standard methods and requirements.</li> </ul>	<ul style="list-style-type: none"> <li>Applies agreed outcome measures for children and families at Learning Links in RBA framework.</li> <li>Seeks guidance from the Manager when needed on professional and evaluation issues or practices.</li> </ul>
Participation and inclusion (Level 7)	<ul style="list-style-type: none"> <li>Develops the capacity to work with children and families to progress towards individual goals, make decisions and problem solve.</li> <li>Develops the capability to act on feedback, arrange and adjust service offerings based on a person's goals and aspirations.</li> </ul>	<ul style="list-style-type: none"> <li>Records and reviews progress on meeting the child and families individual goals.</li> <li>Responds to feedback from clients on satisfaction and participation in the establishment and achievement of individual goals.</li> </ul>
Community engagement and education (Level 7)	<ul style="list-style-type: none"> <li>Maintains and assists in developing networks with other agencies, professionals and schools.</li> <li>Under guidance, implements local community knowledge sharing, training and coaching activities and plans.</li> </ul>	<ul style="list-style-type: none"> <li>Represents Learning Links professionally when interacting in the community.</li> </ul>

<b>Reporting, documentation and administration (Level 7)</b>	<ul style="list-style-type: none"><li>• Learns and carries out allocated reporting, documentation and administration tasks for Psychology.</li><li>• Maintains session notes, plans and required documentation for individual provisional psychologists, children and schools.</li><li>• Effectively uses technology; captures necessary data.</li></ul>	<ul style="list-style-type: none"><li>• Follows Learning Links' procedures in relation to files, data, client information and records.</li><li>• Effectively uses technology required by Learning Links.</li><li>• Regularly update and maintain availability for service delivery.</li></ul>
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