

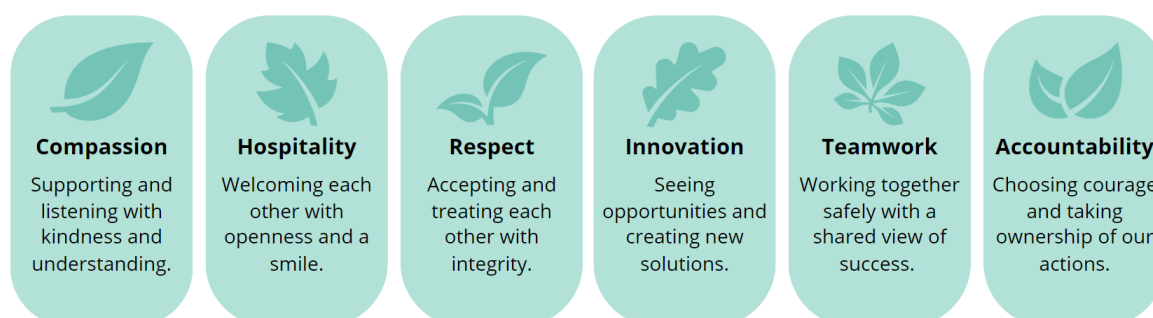
Position Description

Position title	Behaviour Support Team Leader
Employee Name	Vacant
Department/Service	Clinical Services
Location	Thurgoona
Position reports to	Chief Participant Experience and Practice Manager
Positions reporting to this role	Behaviour Support Practitioners
Employment basis	Permanent
Work Environment (e.g. Office based, Residential based, Community based)	
<p>The Behaviour Support Team Leader role is based at the Mercy Connect Office in Albury but may be required to travel to other Mercy Connect sites on occasion.</p> <p>The role is office and community based with regular use of phone and email. Using a computer while sitting for extended periods is common.</p> <p>No heavy lifting is expected, though occasional exertion may be required to move items such as documentation and archiving boxes.</p>	

Mercy Connect Values

Our values reflect the ethos of Mercy Ministry Companions; to enhance the wellbeing of others in our support. They are inspired by Catherine McAuley's legacy, guiding and empowering us to "*be good today, but better tomorrow*".

Our Mercy-led actions of compassion, hospitality, respect, innovation, teamwork and accountability bring us together in life and work.



Role Purpose

The Behaviour Support Team Leader at Mercy Connect provides leadership and mentoring to the Specialist Behaviour Support team, overseeing all aspects of behaviour support service delivery, including managing a personal caseload.

The role ensures that support provided aligns with best practices and the NDIS Commission's Positive Behaviour Support Capability Framework, while also working collaboratively with the team to meet organisational goals and maintain strong stakeholder relationships.

Position Description

This position involves working with vulnerable children and adults, requiring a strong commitment to safeguarding and upholding duty of care responsibilities.

Essential Requirements, Qualifications, Skills & Experience

Essential Requirements:

- A sound and experienced leader who has the ability to manage a high performing team in a challenging service environment.
- Explicit knowledge of Positive Behaviour Support Principles including functional behaviour assessment, development of behaviour support plans, and implementation processes.
- Understand current best practice in Positive behaviour Support and complex behaviours and the ability to apply this understanding in leadership and mentoring.
- Demonstrated understanding and commitment to legislative requirements affecting service delivery (e.g. NDIS Quality & Safeguards, WHS, Guardianship etc.) and implementing across a team environment.
- Understand logistical, ethical and human rights issues affecting people with disability and their significant others.
- Excellent communication (verbal and written), facilitation and interpersonal skills.
- A capable time manager who is able to find efficiencies in order to maximise team outputs in a time-limited service environment.
- Ability to successfully role model and train staff to apply behaviour change/management techniques.

Experience and qualifications:

- Tertiary qualifications in Psychology, Speech Pathology, Social or Behavioural Sciences or other relevant discipline.
- A minimum of 3 years' experience in behaviour support programming with people with intellectual disability, brain injury and/or learning difficulties.
- Minimum registration as an Advanced Practitioner with the NDIS Commission.

Desirable:

- Experience in leading a large, diverse team, preferably in a complex human services environment across multiple sites.

Other Requirements:

- NDIS Worker Check
- NDIS Worker Orientation Module
- Current Working with Children's Check NSW and Vic
- Current driver's licence.
- Evidence of right to work in Australia
- Some out of office hours work may be required.

Position Description

Role Priorities

Role Priority 1:

Take a leadership role in behaviour support to ensure Mercy Connect operates within the NDIS Quality Practice Standards and in line with evidence-based practices.

Behavioural Guidelines	Evidence (KPI)
Implement and embed a positive behaviour approach across the organisation.	<ul style="list-style-type: none"> Mercy Connect staff demonstrate a strong understanding of Positive Behaviour Support and their role in implementation and evaluation. Behaviour Support Plans demonstrate the range and extent of collaboration with stakeholders in the development of each plan. Behaviour Support Policies and Procedures align with relevant State and Federal legislative requirements and PBS Capability Framework. Regular reviews of NDS and NDIS Commission information and reported on through monthly reporting. New referrals are allocated to appropriately skilled behaviour support practitioner (dependent on capacity). Monthly group supervision/reflective practice sessions are held with ongoing continuous improvement mechanisms in place. Records of attendance at and facilitation of local Behaviour Support Communities of Practice are maintained. Positive Behaviour Support plans are reviewed and written feedback provided to ensure continuous improvement.
Promote and demonstrate strong collaboration with internal and external stakeholders.	
Participate in service planning and formulation of policies and procedures to ensure alignment with the relevant state and federal legislative requirements as well as Positive Behaviour Support Capability Framework.	
Actively contribute to intake decision making processes regarding participants with complex needs.	
Manage and promote ongoing professional development by facilitating monthly group supervision/reflective practice and other behaviour support related meetings (e.g. peer review meetings) as required.	
Support the development of internal systems and processes that create innovations and efficiencies within service delivery to enhance Participant experience.	

Role Priority 2:

Conduct behavioural assessments and develop intervention plans to meet the individual needs of a person in line with best practice principles.

Behavioural Guidelines	Evidence (KPI)
Undertake a range of evidence-based, person-centred assessments to inform the development of behaviour support plans and strategies in accordance with assessment findings and the needs and wants of the person with disability.	<ul style="list-style-type: none"> A range of assessments and intervention strategies are used to reflect the person's presenting issues and their goals.

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Collaborate with the participant, their families, carers, guardians, and other stakeholders in the development of behaviour management strategies to maximise the person's quality of life in line with assessed needs and individual goals.	<ul style="list-style-type: none"> All eligible participants have an up-to-date individualised behaviour support plan. Documented ongoing consultation and feedback with the participant, their families, carers, guardians, and other stakeholders. Attendance at case meetings, staff meetings and other meetings relevant to support the behaviour support needs of participants, carers, and others. An efficient and effective service is delivered to participants according to the person's goals and within allocated resources. Staff, families, and others who interact with the person are trained in the person's plan and intervention strategies.
Monitor, review and evaluate support strategies to ensure they are implemented correctly and consistently to improve the quality and effectiveness of behaviour support systems.	
Apply subject matter expertise by providing information and skills training to participants and others implementing the behaviour support plan or other strategies.	

Role Priority 3:

Build the Mercy Connect culture and engagement of our people through effective people leadership and management for your team and individually.

Behavioural Guidelines	Evidence (KPI)
Create and maintain a responsive and respectful workplace culture that integrates the Mercy Connect values.	<ul style="list-style-type: none"> Mercy Connect values are demonstrated and promoted to direct reports and the wider organisation. Direct reports receive regular supervision and feedback on competencies required under the Positive Behaviour Support Capability Framework. Annual performance reviews conducted include a learning development plan for individual team members. Learning development plans are monitored and documented through regular supervision. Performance and conduct issues are addressed according to Mercy Connect's Managing Conduct and Performance Guideline. Currency of behaviour support plans are maintained. Improved Relationships funding is appropriately expended as per service agreements. Compliance with organisational requirements including data collection and record keeping on Lumary and Folio.
Ensure that team members understand what is required of them, have development plans in place and are provided with timely performance feedback.	
Lead by example and provide effective leadership strategies to drive the performance and outputs of the team.	
Monitor, evaluate and manage team member performance to enable individual and team professional growth and development, addressing individual performance issues as required and in accordance with documented policies and procedures.	
Ensuring behaviour support team compliance with organisational requirements including data collection and record keeping on relevant systems.	

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Role Priority 4:

Foster positive business partnerships through the provision of solution focused support to all stakeholders.

Behavioural Guidelines	Evidence (KPI)
Contribute to the delivery of relevant projects and support impacted staff throughout each stage of the project, providing them with positive change management experiences.	<ul style="list-style-type: none"> Strong communication skills demonstrated. Assistance with other reporting and projects is provided as requested. Solutions delivered within agreed timeframes.
Promote collaborative behaviours within the Clinical and broader Mercy Connect teams which builds trust and teamwork across all levels.	<ul style="list-style-type: none"> Active contribution to team goals, providing guidance and input as expected. Demonstration of Mercy Connect values. Management and peer feedback.

I acknowledge that:

- Statements included in this position description are intended to reflect duties and responsibilities that I may be required to undertake and are not to be interpreted as being all inclusive
- I have read, understood and accepted the above position description and associated attachments.

Employee signature:

Print name:

Date:

Line Manager:

Print name:

Date: