

**POSITION:** Behaviour Support Specialist  
**REPORTS TO:** Senior Manager – Complex Supports  
**DATE UPDATED:** July 2020

#### **ORGANISATIONAL ENVIRONMENT**

Melbourne City Mission (MCM) is a leader and innovator in the provision of services to the community. Established in 1854, Melbourne City Mission is a non-denominational organisation that supports thousands of Victorian people and communities to overcome barriers and disrupt disadvantage to live their life, their way.

As a service provider Melbourne City Mission's work is focussed on supporting people to take charge of their own lives and participate fully in community life. Melbourne City Mission's service profile includes: Children, Youth, Adult and Family; Disability; Employment, Education and Training; Homelessness; Justice; and Palliative Care.

As a social change agent Melbourne City Mission advocates for social policy change and works across all sectors in seeking to achieve sustainable outcomes for communities experiencing disadvantage.

#### **JOB CONTEXT**

Melbourne City Mission Disability Services offers tailored support services to people with a disability and their families through a range of services including Support Coordination, Supported Independent Living Services, Out of Home Care and community-based programs and support. Melbourne City Missions operates its disability services under the National Disability Insurance Scheme (NDIS), Disability Act 2006 and Department of Health and Human Services (DHHS) legislation.

This role sits within the Disability Division, whose vision is for communities where people have equal rights, choice and opportunity. We aim to achieve our vision by adhering to principles of a rights-based approach, delivered with respect and integrity, by professionals with supports and services that are value for money as set out in our Practice Framework.

#### **JOB PURPOSE**

The Behaviour Support Specialist will deliver individualised strategies for people with disability that are responsive to the person's needs, in a way that reduces the occurrence and impact of behaviours of concern and minimises the use of restrictive practices.

#### **JOB OBJECTIVES**

**Duties of this role may include but are not limited to the following:**

- Developing individualised strategies for people with disability that are responsive to the person's needs, in a way that reduces the occurrence and impact of behaviours of concern and minimises the use of restrictive practices.
- Undertaking functional behavioural assessments to develop behaviour support plans containing evidence-based, proactive strategies that meet the specific needs of the person displaying behaviour of concern.

- Developing, overseeing and ensuring behaviour support plans to meet both clinical and NDIS requirements in consultation with the person with disability, their family, carers and other relevant people and service providers who will be implementing the plan.
- Focus on person-centred interventions to address the underlying causes of behaviours of concern or challenging behaviours, while safeguarding the dignity and quality of life of people with disability who require specialist behaviour support.
- Delivering behaviour support are required to comply with the NDIS Quality and Safeguarding Framework.
- Ensuring staff are appropriately trained to implement positive behaviour strategies or use restrictive practices.
- Provide best-practice advice to practitioners, providers, participants, families, and carers in relation to behaviour support.
- Facilitating planning and training events using approaches that promote team development, person centred thinking and positive behavioural support to develop individual plans and practical strategies leading to life enhancing outcome.
- Following up on reportable incidents that suggest there are unmet behaviour support needs and make recommendations for implementation to address accordingly.
- Lodge behaviour support plans that contain regulated restrictive practices with the NDIS Commission
- Understand how NDIS policies and procedures support participants with behaviour support needs
- Help your staff, NDIS participants, their families, and other decision-makers to understand the NDIS Commission’s behaviour support function.
- Lead the
- Preparing monthly reporting to the NDIS Commission on the use of restrictive practices.
- Developing, monitoring and actioning individualised risks plans to mitigate incidents and hazards.
- Ensure services are delivered within the framework of MCM’s policies and procedures, legislative requirements, and meet the relevant service standards.
- Perform other duties and responsibilities, as directed by the Senior Manager – Complex Supports or delegate.

## KEY RELATIONSHIPS

This position may have relationships with a diverse range of MCM employees, external service providers, organisations and stakeholders within the community, with the view to providing the most appropriate and effective services and supports to the people they support. Examples of key relationships are detailed in the following table:

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|-------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Internal Relationships</b> | <ul style="list-style-type: none"> <li>• Program Managers</li> <li>• House Managers</li> <li>• Disability Support Workers</li> <li>• Quality &amp; Risk</li> <li>• Homelessness &amp; Justice</li> </ul> |
| <b>External Relationships</b> | <ul style="list-style-type: none"> <li>• Service providers and stakeholders</li> <li>• Schools</li> </ul>                                                                                                |

## KEY SELECTION CRITERIA

### Essential:

- Tertiary qualification in Psychology qualified to deliver behaviour support services.
- Current registration with the Australian Health Practitioners Regulations Agency (AHPRA).
- Substantial experience providing psychological services to people and children with disability.
- Extensive clinical knowledge and expertise in providing behaviour assessments and demonstrate comprehensive behaviour support planning skills.
- Extensive experience in providing clinical and/or behaviour assessment, intervention and support in the disability, out-of-home care sectors.
- A working knowledge of the NDIS and relevant disability legislation.
- Demonstrate excellent interpersonal, communication and negotiation skills, and the ability to work collaboratively in high demand environments.
- Strong communication skills including effective interpersonal, conflict negotiation and resolution skills.
- Demonstrated ability to lead, mentor and support others to effectively deliver behaviour support.
- Strong written communication to deliver effective plans and reporting in an NDIS environment.
- Proven flexibility, adaptability and able to respond and adjust easily to change in work demands.
- Computer literacy, including proficiency in in electronic records and data management tools.
- An understanding of the requirements for ensuring child safety.
- Satisfactory completion of safety screening including a National Police check, Proof of Identity check, International Police check (if required), a current Victorian Working with Children Check (Employee), Disability Worker Exclusion List (DWES) check, current Victorian Drivers Licence, and the right to work in Australia in line with the Victorian Safety Screening Policy.
- Internet-enabled device for Time & Attendance when working offsite.

## ORGANISATIONAL REQUIREMENTS AND COMMITMENTS

### Workplace Health & Safety:

MCM's strategy is to create a working environment in which we have zero tolerance for compromised worker safety. As an employer we endeavour to provide a working environment that is safe for all employees and clients and adheres to Occupational Health & Safety regulations as an employer.

As an employee, you also have Occupational Health & Safety responsibilities as follows:

- To comply with all MCM policies related to Occupational Health and Safety in the workplace.
- Take reasonable care of your own health and safety in addition to the health and safety of your colleagues and clients who may be affected by your acts or omissions in the workplace.

### Client Wellbeing and Safety:

We are committed to the safety and wellbeing of children, young people, people with a disability and other vulnerable people. We have a zero tolerance of abuse and neglect of all vulnerable people and are committed to actively contributing to a safe organisation in which children, young people, people with a disability and vulnerable people are protected from violence, abuse and neglect. All employees are required to comply with the Child Safe Standards.

### Operational Accountability:

MCM is committed to operating efficiently, ethically and remaining operationally and financially sustainable.

As an employee you are expected to operate within the requirements of our accreditation, registrations, delegations and work responsibilities as detailed in our various policies and procedures, Code of Conduct and regulatory guidelines.

## COMPLIANCE

As an employee, you are expected to comply with the following:

- Comply with and actively support all position, division and organisational policies and procedures.
- Satisfactory completion of safety screening including a National Police check, Proof of Identity check, International Police check (if required), a current Victorian Working with Children Check (Employee), Disability Worker Exclusion List (DWES) check, and the right to work in Australia in line with the Victorian Safety Screening Policy.

## LEADERSHIP CAPABILITY FRAMEWORK

In addition to the key selection criteria, applicants should be able to demonstrate the following attributes:

KEY AREA	BEHAVIOURAL CAPABILITIES
<b>PARTNERSHIPS</b>	<p><b>Customer Focused</b> We do our best work when we understand people, and enable them to direct their own lives. We partner with others to provide access to what they need locally.</p>
<b>PARTNERSHIPS</b>	<p><b>Collaboration &amp; Cooperation</b> Seeks to find the right solution for all. Stays connected, and works together with colleagues and customers to achieve great things.</p>
<b>PARTNERSHIPS</b>	<p><b>Credibility &amp; Integrity</b> Establishes credibility and trust in the eyes of clients, colleagues, regulators, funders and partners. Is recognised being principled and as having expertise as a leader.</p>
<b>REPUTATION</b>	<p><b>Provable Results</b> Is accountable. Delivers measurable outcomes. Driven and energetic; striving to meet targets and quality outputs for customers and colleagues.</p>
<b>REPUTATION</b>	<p><b>Doing Our Best</b> Follows a 'right first time' approach. Sets and expects high standards as a mark of MCM's reputation.</p>
<b>PEOPLE</b>	<p><b>Resilience &amp; Bounce Back</b> Deals effectively with unexpected challenges and adversity. Quickly recovers to take a positive stance to set backs and disappointments.</p>

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**PEOPLE**      **Challenge & Change**  
Forward thinking. Challenges the status quo and looks for innovative solutions to how MCM can make a positive difference.

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**PEOPLE**      **Safety First**  
Always puts safety first. Creates a safe, healthy and caring workplace that is expressed in all operational activities and interactions with others.

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## OUR VALUES

Employees are expected to commit to and demonstrate MCM's values:

**Together**      We are inclusive and accepting of difference.  
We work in highly effective teams and our people are connected across our organisation.  
We engage proactively with others to deliver outcomes.

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**Courageous**      We speak up constructively in line with our convictions.  
We pursue our goals with determination.  
We are passionate about our advocacy role.

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**Curious**      We are inquisitive and ask why.  
We challenge the status quo.  
We actively explore the alternatives.

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**Open**      We are transparent and have genuine, honest interactions.  
We listen and hear people's voices.  
We value and respect the autonomy of clients.  
We trust one another.

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**Accountable**      We act safely in all our interactions.  
We manage within our financial and resource boundaries.  
We own our outcomes and decisions.  
We are proud of the work that we do.