ORGANISATIONAL CONTEXT:

Cerebral Palsy Alliance (CPA) is the largest non-government provider of disability services in NSW and the ACT, providing a range of services to people with cerebral palsy and other disabilities. These client services include accommodation, therapy, technology, supported employment, community access and support. Services are delivered to around 5,000 clients annually and currently operate in a highly decentralised model through 55 separate outlets.

The LifePoints team provides a range of services to support people throughout the lifespan with cerebral palsy or other similar disabilities. These services are provided by a team of allied health professionals, family support and administrative staff including Occupational Therapists, Physiotherapists, Speech Pathologists, Psychologists, Social Workers, Exercise Physiologists, Early Intervention Teachers, Family Therapists, Program Assistants and Administration Support.

PURPOSE, NATURE AND SCOPE OF THE ROLE:

The role exists to provide clinical services within the allocated service team structure to support children and adults with disabilities to meet their identified need/s. The scope of the role includes provision of a range of specialist clinical services in collaboration with allied health professionals within the context of team structure, which includes the client/family/carer.

ORGANISATIONAL RELATIONSHIPS:

This position reports to the Team Leader/Manager LifePoints who reports to Senior Manager LifePoints. The LifePoints team consists of the Senior Manager, Manager, Clerical Assistants, Physiotherapists, Occupational Therapists, Speech Pathologists, Psychologists, Family Therapists, Early Intervention Educators, Exercise Physiologists and Early Childhood Therapy Facilitators.

CORE COMPETENCIES OF THE ROLE:

- Organisational knowledge
- Leadership/Teamwork
- Interpersonal Skills/Communication
- Problem Solving/Decision Making
- Legislation/Standards/Practice
- Service Delivery
Professional Learning & Development:

Cerebral Palsy Alliance has a strong commitment to providing our employees with evidence–based, responsive professional development which includes the delivery of nationally accredited courses through its Registered Training Organisation.

It is compulsory for all new employees to complete Cerebral Palsy Alliance’s Orientation and Induction Program in accordance with the current requirements of the role as reflected by the Training Alliance Learning Calendar. For further information please visit pages


It is each employee’s responsibility to also ensure that learning and development, as outlined in the Annual Performance Appraisal, including knowledge of current Cerebral Palsy Alliance policies and procedures, is maintained.

Interpersonal Relationships:

Internal:

- Team Leader/Manager, LifePoints
- Senior Manager/Senior Business Manager, LifePoints
- LifePoints team members
- Divisional Manager LifePoints
- Staff from other Cerebral Palsy Alliance programs – CAS, Packforce, accommodation
- Other Cerebral Palsy Alliance staff

External:

- Clients and families/carers
- Local community services
- Government agencies and services e.g. schools
- Disability service providers
- Other relevant agencies
- Tertiary institutions
- Peak agencies
- Other relevant agencies

Role Dimensions:

Staffing:
Direct Reports: Nil
Indirect Reports: Nil

Budget: Nil
<table>
<thead>
<tr>
<th>Core Competencies</th>
<th>Competency Descriptors</th>
<th>Performance Outcomes</th>
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| Organisational Knowledge          | - Has a general understanding of the mission and values of the Cerebral Palsy Alliance.  
- Has a general understanding of Cerebral Palsy Alliance's Key Result Areas and Strategies.  
- Has a general understanding of the impact and interaction of services/programs/departments on other Cerebral Palsy Alliance services.  
- Has a general knowledge and application of Cerebral Palsy Alliance policies and procedures. | - Able to locate and describe the mission and values of the Cerebral Palsy Alliance  
- Demonstrates the core values within workplace  
- Able to locate and describe the Strategic Plan  
- Understands how own role contributes to achievement of the strategic plan  
- Contributes to monthly report  
- Documented evidence of participation and completion in relevant orientation/induction activities  
- Able to locate relevant policies and procedures as required  
- Operates from code of conduct in line with policies and procedures  
- Demonstrates respect, integrity and accountability  
- Meets responsibilities and deadlines as agreed with senior staff and specified with performance accountability  
- Identifies the need for and seeks out support from senior staff  
- Raises issues for appropriate action in local team meetings  
- Clear understanding of links between LifePoints and other Cerebral Palsy Alliance services  
- Clear understanding of the role of the LifePoints team and how the Allied Health Assistant (AHA) role works within the team  
- Recognises the impact of cultural diversity on teamwork and adjusts work practises accordingly |
| Leadership/ Teamwork              | - Ability to work with minimal supervision. Checks and guides the work of less experienced staff. Becoming self-reliant. Provides coaching on the job  
- Works collaboratively as part of a team | - Demonstrates ability to prioritise work tasks  
- Meets responsibilities and deadlines as agreed with manager  
- Work collaboratively with members of the LifePoints team, including senior staff  
- Works independently with client and non-client activity with direction  
- Recognises and includes clients and/or families as integral team member within the service  
- Operates from the understanding that teamwork enhances care outcomes  
- Accurately identifies the expertise of professionals/other that would assist the client/family to reach their goals  
- Recognises and utilises other team member skills and expertise  
- Actively contributes as a member of the team to provide an appropriate service to support to children and adults with disabilities, and their families, to meet their identified needs. |
| Interpersonal Skills/ Communication | - Deals with non-routine enquiries via phone and handles routine documentation in a timely manner and interacts with people via the use of | - All communication is delivered according to CPA Code of Conduct, policies and procedures  
- Communicates in open, honest and approachable manner with colleagues, clients, families, other services and community members |
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<tr>
<td>Documentation.</td>
<td>• Minimises conflict.</td>
<td>• Able to use verbal and written communication effectively with colleagues, clients and others</td>
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<td>• Seeks information and support from colleagues to gain understanding and direction in supporting clients and carrying out non-client activities.</td>
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<td>• Is able to manage challenging situations or conflict in consultation with supervisor/Manager. Seeks support as needed.</td>
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<td>• Clearly communicates expectations and limitations to clients/families/other community members</td>
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<td>• Email correspondence reflects CPA’s policy and expectations</td>
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<td>• Communication with and regarding clients is made appropriately and within specified timeframes</td>
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<td>• Liaises effectively with other services / programs /external organisations</td>
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<td>Problem Solving / Decision Making</td>
<td>• Actively identifies and resolves problems/discrepancies within own work</td>
<td>• Is able to generate solutions and recommendations with consultation</td>
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<td>• Seeks supervisor’s assistance only when necessary</td>
<td>• Self evaluates role and own performance and generates learning goals</td>
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<td>• Adjusts own work accordingly.</td>
<td>• Involves senior staff when more complex issues arise</td>
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<td>• Highlights non-routine complex problems and suggests solutions.</td>
<td>• Provides advice within their range of expertise/knowledge</td>
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<td>• Provide recommendations for enhancement of service delivery in consultation with relevant others</td>
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<td>• Shares problems related to clients with relevant colleagues</td>
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<td>• Basic knowledge of evidence based practice in relation to services being provided</td>
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<td>Legislation / Standards/ Practice</td>
<td>• Has a working knowledge of all relevant standards and government legislation e.g. WH&amp;S, Disability Inclusion Act, Disability Services Standards &amp;</td>
<td>• Demonstrates working knowledge of DSS &amp; Disability Inclusion Act and provides services that reflects these standards</td>
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<td>• Understands the issues surrounding non-compliance to legislation and standards, and the impact this has on the organisation</td>
<td>• Understands mandatory responsibilities and actively seeks advice from supervisors/managers and the Contact team</td>
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<td>• Understands how work practices change and their impact across other work areas.</td>
<td>• Freely shares and disseminates information so as to contribute to culture of organisational teamwork</td>
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<td>• Recommends changes to quality procedures and standards that impact across other work areas</td>
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<td>• Maintain CPA equipment and storage facilities in a safe and clean manner</td>
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<td>• Monitor existing machinery and equipment for system performance and safety</td>
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<td>Qualifications/Experience</td>
<td>• Holds a NSW/ACT drivers license.</td>
<td>• Intermediate numeracy and literacy skills</td>
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<td>• Good communication skills – both written and verbal</td>
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<td>• Intermediate computer skills</td>
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<td>• Has a professional learning &amp; development plan documented and shared with supervisor/Manager</td>
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| **Service Delivery Management** | - Supports a person centred approach when working with adults and a family centred approach when working with children.  
- Maintains appropriate documentation to required standard.  
- Supports and presents a positive image of clients in the community.  
- Assists staff in all routine tasks necessary to ensure the smooth running of the service | - Clear understanding of the Allied Health Assistant role (AHA) and is able to explain the role to clients and families  
- Completes all required documentation in line with standards and policies  
- Recording of client statistics demonstrates organisational capacity benchmarks are met or exceeded.  
- Caseload is managed in conjunction with supervisor/Manager  
- Provides support and assistance to LifePoints staff and clients as requested in consultation with supervisor/Manager  
- Suggests changes to improve quality in own work area and makes agreed changes  
- Inspects own work to ensure that standards are met  
- Ensures the physical well being of clients at all times and works under the direction of the allied health professional  
- Ensures equipment is maintained.  
- Recognises and includes client/family/carer as integral team member  
- Establishes collaborative partnerships with clients, families, colleagues and relevant others  
- Recognises the importance of empowering client/family/carers to direct their own care  
- Demonstrates flexibility in working with clients and families  
- Demonstrates understanding of the impact of cultural diversity of families on service delivery and is able to sensitively and effectively establish productive relationships with families from cultural linguistically diverse and Aboriginal communities. Actively accesses interpreter and translation services, as required  
- Understands the person centred/ family centred approach to service delivery  
- Able to run a therapy session from a delegated program in consultation with a therapist  
- Demonstrates an ability to check for risks prior to implementing a program and able to follow procedure if risk factors are evident.  
- Identifies and implements requirements for safety, positioning, aids for specific individuals  
- Actively engages in formal supervision and informal mentoring  
- Has an established learning plan documented and learning goals are met within the agreed time frame, and shared with supervisor/Manager |
Summary of knowledge, skills, experience and values:

**Essential:**

- Demonstrated good verbal and written communication skills
- Computer literacy in basic Microsoft Office programs
- Experience in working independently
- Demonstrated ability to work as part of a team
- Current NSW/ACT driver’s licence
- Valid Working with Children Check
- Willingness to complete the Certificate III Allied Health Assistance

**Desirable:**

- Experience working with people with disabilities and their families
- Experience in implementing education or health programs within community settings.
- Knowledge of Disability Services Act (NSW) and Disability Services Standards and implications for service delivery

Signed……………………………… Date………………………………
STATEMENT OF DUTIES
Allied Health Assistant, LifePoints

1. Provision of services to people with disabilities and their families/carers

1.1 As part of the therapy/support team the Allied Health Assistant (AHA) may participate in the development of an Individual Family Service Plan/Individual Service Plan (IFSP/ISP) with client/family.

1.2 Liaise with other team members, agencies, service providers and family members regarding the client’s goals, therapy plan and progress.

1.3 Deliver therapy programs, designed by and under the supervision of allied health professionals, within individual or group settings and consultation. This will include:
   1.3.1 Informing the allied health professionals of any changes to the client’s condition or ability to carry out the therapy program
   1.3.2 Providing input to assist in the modification of the program, in consultation with the allied health professionals
   1.3.3 Provide suggestions and feedback on the practical application of the therapy programs for the client and their environment.
   1.3.4 Producing resources for use by clients to support their therapy program, under the direction of therapists. These may include low tech communication resources, basic modifications to seating.
   1.3.5 Delivering a structured and time limited service to each client.
   1.3.6 Therapy programs to be supported may include the following intervention areas:
   - Skills for independence
   - Movement, posture and mobility
   - Fine motor skills
   - Communication and assistive technology
   - Fitness, sport and leisure
   - Behaviour support

1.4 Deliver therapy programs, designed by and under the supervision of allied health professionals, within the nominated environment. This may include individual or group settings within the following environments:
   - Home
   - CPA site location
   - Educational and employment environments
   - Mainstream community groups/environments

1.5 Liaise, provide education and information to other health/education/community providers regarding the client’s skills, abilities and needs to:
   1.5.1 Promote the client’s inclusion and participation across the day e.g. Educational professionals, aides, recreation group leaders etc
   1.5.2 Optimise the client’s learning and skills within everyday settings.

1.6 The AHA is aware of the use and purpose of evidence based practice and outcome measurement tools, such as CoPM & GAS. Provides information to assist in the evaluation of outcome measures.

1.7 Demonstrates an understanding of disability across the lifespan. Is able to recognise significant life stages and transitions. Is aware of appropriate tools, such as the LifePlanner, available to support clients to capture and identify these needs across life domains.

1.8 Works in a flexible manner to ensure support is offered to clients/families at times convenient to their needs and goals. Flexible work hours between Mondays to Saturday.
1.9 Able to work with a range of team members.

1.10 Manages a varied caseload, working with clients across all age groups and disability types. Each caseload mix will be determined by the Manager appropriate to local need. Hours of work will be taken into account in determining the caseload mix.

2. **Provision of information and advisory services**

2.1 Through the delivery of therapy programs the AHA may provide information, education and training to clients, their families/carers, relevant mainstream and disability community agency staff, such as, but not limited to:
   a. Ideas and demonstrations of how to facilitate the implementation of a therapy program
   b. Information and education related to the client’s skills, abilities and goals.
   c. Information and demonstrations to support the principles of inclusion and participation across environments and settings.
   d. Information to carers, educators, community agencies on cerebral palsy or disability
   e. To support therapy programs and within a given setting, ways to encourage a client’s play, mobility, independence with self care skills, communication, social skills (may be developed in response to a need or in conjunction with allied health professionals)

2.2 Provide information and assistance with referrals to appropriate services within CPA or other agencies, related to an identified need/goal which may be of benefit to the client.

2.3 Provision of services that demonstrates awareness of and sensitivity towards cultural and social issues.

3. **Community and professional education**

3.1 Work as part of the LifePoints team to support planning, development and implementation of educational activities for clients, carers, professional and students.

3.2 Participate within Cerebral Palsy Alliance professional development as required, including, attending relevant training activities and ongoing engagement within supervision.

3.3 Identify own learning and professional development needs together with supervisor and manager.

3.4 Involvement in research projects through data collection or participant recruitment either internal or external as requested.

4. **Administration**

4.1 Record accurate statistical data relevant to the role within the timeframes set by the organisation.

4.2 Participate in staff meetings and client intake meetings.

4.3 Document and complete all paperwork and progress notes relating to service delivery in a timely and efficient manner using organisational templates and guidelines.

4.4 Perform other relevant administration duties as requested by Manager.

4.5 Provide reports, letters and correspondence in line with protocols and procedures of the service and The Cerebral Palsy Alliance.

4.6 Meet the administration/accountability requirements as described by funding bodies and as directed by Manager.
5. Occupational Health and Safety

5.1 Take responsibility for implementing safe practices for self and client within CPA, client’s home environment, mainstream community settings, consistent with the Workplace Health and Safety Act.

5.2 Comply with, report on and actively participate in the Cerebral Palsy Alliance Workplace Health and Safety procedures.

6. Policy and Planning

6.1 Participate in:
   - The development of CPA & program policies and procedures as requested
   - Planning and implementation of special projects as required
   - Ongoing review of and development of operational planning in conjunction with management