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.

CPA’s research institute is based at the University of Notre Dame University in Darlinghurst. Its mission is to conduct high quality research to reduce the prevalence and severity of cerebral palsy and enhance the health and wellbeing of people with cerebral palsy.

CPA’s corporate support services include human resources management, organisational development, financial management and accounts, fundraising, marketing and events management and general administrative support and are based at the Allambie Heights campus. Their primary function is to provide the organisation with the necessary resources and support that will assist all client services areas to achieve CPA’s overall mission and strategic direction.

CPA currently employs 1100 staff, 175 of whom are supported employees.

Purpose, Nature and Scope of the Role:

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

Organisational Relationships:

This role reports to the LifePoints manager who reports to the Senior LifePoints Manager. The organisation has the highest preference for employing allied health staff at Level 2 remuneration, where the staff member is competent to do so. Level 2.2 roles involve providing support and clinical supervision to allied health staff or involvement in specialist clinical projects, whilst maintaining a full clinical caseload.
Core Competencies of the Role:

- Customer Service
- Organisational Knowledge
- Leadership
- Teamwork
- Communication & Relationships
- Innovation/ Creativity
- Qualifications/ Experience

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 Training Alliance Learning Calendar. For further information please visit http://www.cerebralpalsy.org.au/our-services/education-and-consultancy/actionpactlearning

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:

- Divisional Manager
- LifePoints Senior Manager
- LifePoints Manager
- Level 4 Consultant for Individual Discipline
- Team members
- Staff from all other divisional and cross divisional programs
- Other Cerebral Palsy Alliance staff

External:

- Community services
- Disability service providers
- Government departments – e.g. ADHC, Family and Community Services, Department of Education, NDS
- Funding Bodies e.g - NDIA
- Private practitioners
- Families, carers and individual clients
- Training agencies
- Peak agencies
- Medical and health care providers
- Universities and educational institutions
- Other relevant agencies and individuals
Role Dimensions:

Staffing:
Direct Reports: nil
Indirect Reports: Level 1 practitioners, students on placements and volunteers

Budget: Nil
<table>
<thead>
<tr>
<th>Core Competencies</th>
<th>Competency Descriptors</th>
<th>Performance Outcomes</th>
</tr>
</thead>
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| **Customer Service** | Applies extensive understanding of person and family centred care practices and clinical reasoning skills to a broad range of customer issues. Models a customer focus | • Actively demonstrates and leads family centred behaviours within team and modelling customer focus  
• Supports team with transdisciplinary clinical reasoning skills in regards to customer issues  
• Provides supervision and mentoring to Level 1 or 2 staff within the discipline regarding all client work to ensure application of family centred practice  
• Supports team and/or supervisee’s to empower families to direct own care |
|                    | Extensive working knowledge of the:  
  • Range of individual customer needs  
  • Complex services offered and capabilities within the organisation  
  • Services offered by external providers | • Identified as clinical specialist over broad range of clinical areas  
• Actively demonstrates and leads staff in clinical decision making for internal and external service offers  
• Working knowledge of the range of services offered within CPA and the external community |
|                    | Develops and implements best practice complex service plans to meet complex customer needs with multiple service involvement and interventions | • Independently coordinate multiple complex service plans, coordinating with internal and external providers  
• Actively leads staff to upskill in clinical reasoning and complex service planning  
• Leads and coaches staff in the development of assessment, intervention and service delivery practices  
• Actively supports other staff to synthesise and integrate best available evidence, clinical experience and individual client and family factors in all aspects of service delivery |
|                    | Applies an extensive knowledge of standards, practice, assessment, interventions and service delivery practices | • Demonstrated application of extensive clinical knowledge and experience reflected in direct service delivery with clients and families  
• Leads and coaches staff in expanding their knowledge of standards, practice, assessment, intervention and service delivery practices  
• Actively utilises evidence based knowledge and practice to further |
<table>
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<tr>
<th>Core Competencies</th>
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<td>develop their knowledge of assessments, interventions, outcome measures, prognostic information and service delivery practices. Supports other staff, across disciplines to do the same.</td>
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| Meets performance benchmarks | • Meets individual key accountabilities and provides timely communication to manager regarding performance  
• Utilises available tools to track performance against key accountabilities  
• Leads and supports staff to meet key accountabilities, coaches staff to identify strategies and resources in regards to tracking their performance  
• Identify performance gaps or difficulties within team; identifies possible solutions and feedbacks to senior staff | |
| Consulted by other professionals on complex problems/ issues. | • Independently implements solutions to complex problems with support from senior staff  
• Leads and coaches other staff in identifying and resolving complex problems issues | |
| Organisational Knowledge | Extensive understanding of the Mission and Values and the Cerebral Palsy Alliance professional practice culture | • Actively demonstrates and models CPA core values and effective workplace culture  
• Identifies and implements mentoring and supervision strategies to staff around application of core values and effective workplace culture in the workplace  
• Feedbacks to senior staff concerns and issues within the team and assists in identifying solutions | |
| Broad understanding of other state and national issues and services | • Actively demonstrates through their work how they contribute to the organisations strategic goals and leads others to do the same  
• Provides support to senior staff in relation to the development and implementation of key initiatives within the operational plan  
• May represent their service or discipline at local level meetings regarding CPA services  
• Applies knowledge of state and national issues to support supervisees  
• Feedbacks to senior staff in order to direct service delivery | |
<p>| Has comprehensive (i.e. complete) working knowledge | • Uses and complies with relevant policies and procedures as required and supports senior staff in their review and development | |</p>
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|                   | and application of Cerebral Palsy Alliance policies, procedures and best practice | • Supports supervisees to use and comply with relevant policies and procedures  
• May participate in project or business plan initiative in consultation with senior staff  
• May participate independently in cross regional working parties and reports back to senior staff |
|                   | Comprehensive working knowledge of all standards and relevant government legislation | • Leads and coaches staff to comply with relevant government legislation  
• Supports senior staff to ensure CPA operational implementation and compliance with relevant legislation  
• Comprehensive understanding of mandatory reporting responsibilities and takes action as per policy and procedures with support from senior staff |
| Leadership        | Provides formal discipline specific clinical supervision and guidance to less experienced professional staff in the area, small project groups and other relevant staff and students; establishes clear accountabilities for each individual | • Provides supervision to level 1 and 2 staff and appropriately feedbacks to senior staff as required  
• May assume some responsibilities of the level 3 role in the absence of the Level 3 for a defined period  
• Actively participates in performance appraisals of supervisees  
• Independently leads small project group and feedbacks progress and outcomes to senior staff |
|                   | Coaches staff and determines learning and development requirements | • Establish clear learning plan with supervisee in consultation with senior staff  
• Leads and coaches staff member to independently generate a dynamic learning development plan |
|                   | Demonstrates accountability for own performance and achievement against work requirements. | • Monitors own performance and consistently meets individual key accountabilities  
• Identifies barriers and implements solutions if they are not meeting key accountabilities  
• Formally supports staff to meet their key accountabilities and feedback to senior staff as required |
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| **Teamwork**             | Actively participates as part of an interdisciplinary and/or management team, supports other team members and contributes to setting and achievement of team goals | • Participates and may lead activities within a cross regional working party  
• Contributes to the implementation and evaluation of activities within the local business plan, in consultation with senior staff  
• Leads and promote effective workplace culture  
• Actively contributes to and leads staff in setting and achieving team goals |
|                          | Is clear on personal accountability for performance goals                                 | • Supports and leads staff to recognise the impact of their individual work performance and how this relates to the team KPIs and the achievement of the operational plan and strategic goals |
|                          | Assists higher-level staff with projects                                                | • Independently completes tasks within a complex project and take initiatives to report on progress, identify barriers and potential solutions to senior staff |
|                          | Participates in the development of appropriate cultural behaviours consistent with Cerebral Palsy Alliance values. | • Identify areas of success and improvement and identifies potential solutions to support senior staff to implement changes within the team  
• Supports manager with local operational decisions, activities and problem solving when required  
• Leads and coaches staff to demonstrate effective working relationships consistent with CPA core values |
| **Communication &”&” Relationships** | Maintain appropriate communication channels with staff, customers/families and stakeholders both within and outside Cerebral Palsy Alliance | • All communication is delivered according to CPA’s code of conduct, policies and procedures  
• Actively supports staff to communicate both verbally and non-verbally in a professional and approachable manner to clients, families and stakeholders  
• Assists others to reflect on and modify own communication and personal style as required  
• Supports others to identify and utilise effective well being strategies |
|                          | Proactively works to share knowledge and information within and between teams; develops and uses networks | • Proactively shares knowledge, skills and information across state-wide departments  
• Leads and supports staff to share relevant information to specific target audience  
• Establishes and maintains a network of contacts with other relevant |
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<td>organisations across the disability sector</td>
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<td></td>
<td>• Supports staff to strengthen internal and external networks</td>
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<td></td>
<td>• Identifies issues and implements strategies and solutions to overcome barriers to effective networking and collaborative partnerships with support from senior staff</td>
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<td>Able to resolve conflict</td>
<td>• In partnership with senior staff, supports others to establish relationships, resolve conflict and modify their communication.</td>
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<td>• Supports other staff to identify potential areas of conflict and assists them to develop strategies to overcome these areas</td>
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<td>• Raises issues around areas of conflict with senior staff and assists in the resolution of this</td>
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<td></td>
<td>Builds long term effective working relationships.</td>
<td>• Models and supports staff to utilise effective coaching and solutions focused principles to build long term working relationships</td>
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<td></td>
<td></td>
<td>• Actively models and supports other staff to reflect on and modify their own behaviour and communication</td>
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<td></td>
<td>• Provides feedback to staff on their behaviour and communication in an objective manner and one that promotes self-development and supports them to makes changes accordingly</td>
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<td>Innovation/ Creativity</td>
<td>Reviews operational and/or work related issues that impact on the team requiring innovative or creative solutions</td>
<td>• Identifies and understands the complexity of issues that impact upon the team and formulates solutions</td>
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<td>• Identifies, implements and evaluates solutions and raises for discussion with senior staff as required</td>
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<td>Develops processes to monitor, review and improve value provided to internal/external customers</td>
<td>• Actively supports and models to staff innovative ideas to add value to team performance</td>
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<td></td>
<td>• In consultation with senior staff develops innovative solutions to improve service delivery to internal/external customers</td>
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<td></td>
<td></td>
<td>• Develops processes to monitor and review outcome of solutions to add value to internal/external customers</td>
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| Proficient in making appropriate decisions for the team; May lead others on complex professional issues | • Coaches supervisees to make decisions in a competent and confident manner utilising best available information  
• In consultation with senior staff leads others to resolve complex internal/external customer issues | |
| Personally develops and/or may lead the timely development of best practice solutions on complex issues; Leads implementation of solutions within the team context | • Develops resources that support and guide best practice solutions around more complex issues with support from senior staff  
• Leads staff to utilise evidence to initiate and support change in practice across the discipline and team in consultation with senior staff  
• Leads team in implementation strategies in collaboration with senior staff for uptake of new evidence  
• Leads staff to implement best practice strategies across the team and with clients and families | |
| Participates in the evaluation of best practice across the organisation. | • Implements and monitors the use of current evidence across the discipline and team in consultation with senior staff  
• Liaises with senior staff in regards to new evidence based practice information and initiatives they have learned | |

**Qualifications/ Experience**

| Has a relevant degree and typically five years post graduate professional experience | • Knowledge of and conforms to own professions ethical code of conduct **Physiotherapy**  
ESSENTIAL: Registration with AHPRA  
DESIRABLE: Membership of relevant professional organisations | |
| | **Speech Pathology**  
ESSENTIAL: Eligible for membership with SPA  
DESIRABLE: Membership of relevant professional organisations | |
| | **Occupational Therapy**  
ESSENTIAL: Registration with AHPRA  
DESIRABLE: Membership of relevant professional organisations | |
| | **Social Work**  
ESSENTIAL: Eligible for membership with AASW  
DESIRABLE: Membership of relevant professional organisations | |
| | **Psychology**  
ESSENTIAL: Registration with AHPRA  
DESIRABLE: Membership of relevant professional organisations | |
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| **Exercise Physiologists**<br>**ESSENTIAL:** Accredited Exercise Physiologist<br>**DESIRABLE:** Membership of relevant professional organisations | Will have a good understanding of professional practice and directions in the discipline and the integration of specialisations | • Has a documented learning development plan shared with manager/supervisor. Career aspirations and development pathways are identified and documented  
• Is identified as a clinical expert in a range of clinical areas  
• Understands the required practice areas in own discipline and works in consultation with senior staff to optimise service delivery |
Summary of Knowledge, Skills, Experience and Values

Guideline to Essential and Desirable Criteria:

Essential:

- Tertiary Qualification in recognised discipline
- Registration with the Australian Health Practitioner Regulation Agency (AHPRA) or eligibility for membership with recognised professional association
- Five years’ experience working in relevant allied health position including experience in service delivery to children or adults with cerebral palsy or similar physical disability
  - Demonstrated skills in:
    - Building effective working relationships
    - Conflict resolution
    - Creating effective networks
    - Working as part of a multidisciplinary team
- Experience working with people with disabilities and their families
- Demonstrated understanding of cerebral palsy and allied neurological conditions and the potential impact of those involved
- Demonstrated understanding and skill in using computer applications such as:
  - Microsoft office suite
  - Client data bases
  - Running statistical reports
- Current NSW/ACT drivers licence or equivalent
- Ability to fly on small planes to and from Sydney (rural staff only)
- Current or apply for first aid certificate within first three (3) months of commencement (rural staff only)
- Valid Working with Children’s Check or Working with Vulnerable People Check (ACT) and National Criminal Record Check

Desirable:

- Knowledge of Disability Services Act (NSW); Disability Services Standards; Child Protection Legislation, Ombudsman’s Act and implications for service delivery
- Additional relevant qualifications/accreditation/membership with professional associations
- Experience in providing mentoring and supervision support to lesser experienced staff

STATEMENT OF DUTIES

People and Culture does not require a Statement of Duties. However, where duties vary amongst employees with the same (or generic) role description, the manager may choose to attach a detailed statement of duties to the role description.