ROLE DESCRIPTION

Role: Allied Health

Reports to: Manager, LifePoints

Role Family: Allied Health & Related Services    Level: 3

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.

CPA’s research institute is based at the Allambie Campus. 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. The Level 3 role involves clinical leadership, supervision and support to allied health staff.

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.
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/Business 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, National Disability Insurance Agency (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: nil

Budget: Nil
| Core Competencies            | Competency Descriptors                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Performance Outcomes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------
| Customer Service            | Independently applies advanced person and family centred care practices and clinical reasoning skills to a broad range of customer issues                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | • Actively role models and leads family centred behaviours within team and region  
• Sought out by staff and senior staff to assist with trouble shooting complex cases  
• Actively engages staff to reflect on their family centred behaviours and application to practice  
• Leads team and region to develop transdisciplinary clinical reasoning skills in regards to customer issues in consultation with Manager                                                                                                                                                                                                                                                                                                                                                           |
| Comprehensive (i.e. complete) working knowledge of the range of individual customer needs including application of leading edge innovative practice |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | • Demonstrates exceptional assessment, intervention and evaluation skills across the complete range of clinical areas  
• Supports staff to develop skills in the management of complex cases  
• Supports staff to develop in the areas of assessment, intervention and service delivery practices  
• Supports staff to develop skills in selecting the appropriate assessment tools, interpretation of results and evaluation of the effectiveness of their interventions using appropriate measures                                                                                                                                                                                                                                                                                                                       |
| Develops customer focus in others |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | • Role modelling and leading themselves  
• Assist staff to reflect on their practice in supervision sessions  
• Strategic thinking from service delivery in offering groups etc. in consultation with Manager for region                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Develops and implements innovative evidence based best practice service plans which involve multiple internal and external services involvement |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | • Supports staff to coordinate multiple complex service plans, coordinating with internal and external providers  
• Actively leads staff to upskill in clinical reasoning and complex service planning and identifies areas for training and development of staff  
• Leads and coaches staff in the development of assessment, intervention and service delivery practices  
• Actively supports staff across team and region to learn to synthesise and integrate best available evidence, clinical experience and individual client and family factors in all aspects of service delivery                                                                                                                                                                                                                                                                                                                                                     |
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<thead>
<tr>
<th>Core Competencies</th>
<th>Competency Descriptors</th>
<th>Performance Outcomes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Evaluates standards and clinical practices</td>
<td>Works with senior staff to evaluate service delivery standards and clinical practice</td>
<td>• Works with senior staff to evaluate service delivery standards and clinical practice</td>
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<tr>
<td>Assists in setting performance benchmarks</td>
<td>Contributes to evidence based knowledge and practice to further develop staff’s knowledge of assessments, interventions, outcome measures, prognostic information and service delivery practices</td>
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<td></td>
<td>Works with senior staff to develop appropriate performance benchmarks</td>
<td>• Works with senior staff to develop appropriate performance benchmarks</td>
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<td>Works with senior staff to identify and implement strategies to address performance gaps across the region</td>
<td>• Works with senior staff to identify and implement strategies to address performance gaps across the region</td>
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<tr>
<td>Consulted by others across multiple areas of knowledge and on very complex referrals/cases, providing advice, training and effective coordination of issues, e.g. legal and family</td>
<td>Supports staff to implement solutions to complex problems, directing them to a wide range of supports internal and external to the organisation</td>
<td>• Supports staff to implement solutions to complex problems, directing them to a wide range of supports internal and external to the organisation</td>
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<td>Identifies education needs and participates in the delivery of staff development and training activities</td>
<td>• Identifies education needs and participates in the delivery of staff development and training activities</td>
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<td>Provides advice and training in clinical speciality</td>
<td>• Provides advice and training in clinical speciality</td>
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<td>Supports staff recruitment, performance appraisal outcomes on very complex clinical issues</td>
<td>Actively participates in and makes meaningful contribution to recruitment and appraisal of staff with respect to clinical issues</td>
<td>• Actively participates in and makes meaningful contribution to recruitment and appraisal of staff with respect to clinical issues</td>
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<tr>
<td>Ensures documentation and data requirements are met.</td>
<td>Meets assigned deadlines and articulates to Manager why deadline may be unachievable and supports staff to do the same</td>
<td>• Meets assigned deadlines and articulates to Manager why deadline may be unachievable and supports staff to do the same</td>
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<td>Meets or exceeds organisational capacity benchmarks</td>
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<td>Assists staff to use their activity information to be effective in the clinical aspects of service delivery</td>
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| Organisational Knowledge| Comprehensive working knowledge of the: Mission and Values; Key Result Areas and Strategies; Sector, state and national issues that impact on services  | • Actively demonstrates and leads staff to model CPA core values and effective workplace culture  
• Demonstrates a comprehensive knowledge of state and national issues, service and resources and effectively collaborates with other disability service partners  
• May represent organisation at state, national level in general capacity  
• Demonstrates awareness of international trends and directions within the disability sector  |
|                         | Broad knowledge of international issues that impact services                            |                                                                                      |
|                         | Broad, in-depth working knowledge and application of Cerebral Palsy Alliance policies, procedures and best practice | • Supports senior staff to assist in the orientation of new staff  
• Uses and complies with relevant policies and procedures as required and supports senior staff in their review and development  
• Supports team and region to use and comply with relevant policies and procedures  
• May participate in project or business plan initiative in consultation with senior staff  
• May lead cross regional working parties and reports back to senior staff  |
|                         | Broad, in-depth 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 across region  
• Understands mandatory reporting responsibilities and takes action as per policy and procedures and supports staff to do the same  |
| Leadership              | Contributes to building the preferred workplace culture and implementing change         | • Consistently promotes effective workplace culture and models and supports senior staff to implement change within the clinical setting  
• Utilises a range of internal networks to maximise client service outcomes  |
<p>|                         | Develops relationships across the organisation                                         |                                                                                      |</p>
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| Promotes and leads best practice in    | • Actively promotes and provides training around best practice in areas of expertise in consultation with clinical consultants  
participate in systematic reviews and critical appraisals to provide clinical practice guidelines to practitioners                                                                                                           | • Actively promotes and provides training around best practice in areas of expertise in consultation with clinical consultants  
Participates in systematic reviews and critical appraisals to provide clinical practice guidelines to practitioners                                                                                                           |
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<td>Supports line Managers in exercising budgetary and HR-related responsibilities</td>
<td>• Assists Managers to identify resource requirements across the region</td>
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<td>Supports line management in staff recruitment</td>
<td>• Participates in performance appraisal and recruitment as requested</td>
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<td></td>
<td>• Actively participates in and makes meaningful contribution to recruitment and appraisal of staff with respect to clinical issues</td>
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<tr>
<td>Teamwork</td>
<td>Significantly contributes to: interdisciplinary and/or management teams; development, implementation and achievement of programs and cross division goals</td>
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<td>• Coordinates and leads activities within a cross regional working party</td>
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<td>• Actively supports the implementation and evaluation of activities within the local business plan, in consultation with senior staff</td>
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<td>• Leads staff in setting and achieving team and regional goals across discipline</td>
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<td>Monitors and assesses own performance and contribution</td>
<td>• Monitors own performance and consistently meet or exceed individual key accountabilities in relation to teamwork</td>
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<td>Assists higher-level staff with complex and/or major projects</td>
<td>• Actively collaborates with senior staff to complete complex projects and leads the implementation of these across discipline</td>
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<td>• Proactively reports on progress, barriers and identified solutions to senior staff</td>
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<td>Evaluates, advises on, and models behaviours consistent with Cerebral Palsy Alliance values.</td>
<td>• Leads and coaches staff to demonstrate effective working relationships consistent with CPA core values</td>
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<td>• Demonstrates commitment to strategic initiatives and supports the implementation of change across the team and region</td>
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<td>• In collaboration with senior staff evaluates teams implementation of strategic initiatives and service changes in consultation with senior staff</td>
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<td>Communication &amp; Relationships</td>
<td>Applies a broad range of appropriate communication processes and channels with all key staff and key stakeholders</td>
<td>• All communication is delivered according to CPAs code of conduct, policies and procedures</td>
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<td>Builds on established networks, both internally and externally</td>
<td>• Leads and coaches staff to communicate both verbally and non-verbally in a professional and approachable manner to clients, families and stakeholders</td>
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<td>• Coaches to reflect on modify own communication and personal style as required</td>
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<td>• Supports others to identify and utilise effective well-being strategies</td>
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<td></td>
<td>• Utilises internal and external networks to ensure effective working relationships for client best outcomes and own professional development</td>
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<td>Models the sharing of knowledge and information</td>
<td>• Identifies the most appropriate method of delivery for information sharing and coaches staff in its delivery&lt;br&gt;• Is responsible for the transfer of knowledge of key clinical messages within and across teams</td>
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<td>Able to negotiate effectively on a wide range of issues&lt;br&gt;Positively identifies commonalities and differences and reconciles conflicting priorities and objectives</td>
<td>• Demonstrates highly effective negotiation and conflict resolution skills and coaches others to develop these skills to resolve own conflicts and maintain effective working relationships</td>
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<td></td>
<td>Drafts report on sensitive and/or complex issues or projects.</td>
<td>• Independently reports on progress and outcomes against a specific project or complex issues&lt;br&gt;• Reports on sensitive issues in a professional manner&lt;br&gt;• Appropriately identifies own need for professional support and debriefing and&lt;br&gt;• develops resources and networks to achieve this</td>
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<tr>
<td>Innovation/Creativity</td>
<td>Identifies operational issues which have strategic impact across the organisation</td>
<td>• Identifies and understands complexity of issues that impact upon the discipline and formulates solutions in consultation with clinical consultants&lt;br&gt;• Leads and coaches others to problem solve clinical issues and supports implementation of solutions</td>
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<td>Uses advanced professional/technical practices to; Identify and resolve problems; Add value for internal/external customers</td>
<td><strong>Encourages innovation, filtering and shaping ideas</strong></td>
<td>- Leads and coaches staff to develop and implement innovative solutions for clients and families to assist them in achieving outcomes</td>
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| Significantly contributes to the development and implementation of best practice and strategic solutions | **Evaluates alternatives and provides appropriate reports/recommendations** | - Independently develops resources that support and guide best practice interventions around more complex issues  
- Coordinates training opportunities for staff to learn, understand and implement new and innovative best practice solutions  
- Critically appraises clinical topics and is able to develop best practice implantation guidelines in consultation with senior staff |
| Ensures the management and alignment of changes in practice or standards | **May lead the provision of organisational feedback to relevant professional groups/external groups and government sector** | - Leads the evaluation of use of current evidence across the discipline  
- Monitors staff alignment to changes in best practice guidelines through supervision and mentoring sessions  
- May represent CPA at appropriate externals forums, providing feedback on organisational direction |
| Qualifications/Experience | Has a relevant degree together with typically 10+ years’ 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 |
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<td>- Occupational Therapy</td>
<td>ESSENTIAL: Registration with AHPRA  DESIRABLE: Membership of relevant professional organisations</td>
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<tr>
<td>- Social Work</td>
<td>ESSENTIAL: Eligible for membership with AASW  DESIRABLE: Membership of relevant professional organisations</td>
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<tr>
<td>- Psychology</td>
<td>ESSENTIAL: Registration with AHPRA  DESIRABLE: Membership of relevant professional organisations</td>
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<tr>
<td>- Exercise Physiologists</td>
<td>ESSENTIAL: Accredited Exercise Physiologist  DESIRABLE: Membership of relevant professional organisations</td>
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- Demonstrated clinical supervision competence across multiple formal contexts
- Will have a good knowledge of professional practice directions around the world
- Specialisation of skills will be broader rather than deep and will focus on integration of specialisations and relating them to the organisation

- Demonstrated experience in provision of formal clinical supervision
- Professional practice reflects current world leading evidence and practice guidelines
- 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 disability and their families
- Knowledge of Disability Inclusion Act (NSW), Disability Services Standards, National Disability Insurance Scheme Act, Child Protection Legislation, Ombudsman’s Act and implications for service delivery
- Demonstrated understanding of cerebral palsy and allied neurological conditions and the potential impact of those involved
- Experience in providing mentoring and supervision support to less experienced staff
- 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:
- Additional relevant qualifications/accreditation/membership with professional associations

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.